



## User Guide

What You Can Do with This Machine

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For information not in this manual, refer to  
the HTML/PDF files on the supplied  
CD-ROM.



Read this manual carefully before you use this machine and keep it handy for future reference. For safe and correct use, be sure to read the Safety Information in "Read This First" before using the machine.



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# How to Read the Manuals

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## Symbols Used in the Manuals

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This manual uses the following symbols:

 **Important**

Indicates points to pay attention to when using the machine, and explanations of likely causes of paper misfeeds, damage to originals, or loss of data. Be sure to read these explanations.

 **Note**

Indicates supplementary explanations of the machine's functions, and instructions on resolving user errors.

 **Reference**

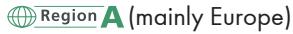
This symbol is located at the end of sections. It indicates where you can find further relevant information.



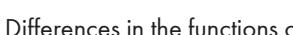
Indicates the names of keys on the machine's display or control panels.



Indicates instructions stored in a file on a provided CD-ROM.



**Region A** (mainly Europe)



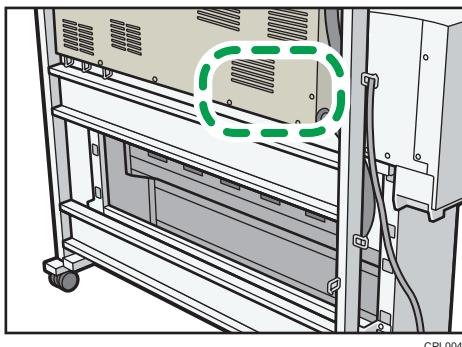
**Region B** (mainly North America)

Differences in the functions of Region A and Region B models are indicated by two symbols. Read the information indicated by the symbol that corresponds to the region of the model you are using. For details about which symbol corresponds to the model you are using, see p.6 "Model-Specific Information".

# Model-Specific Information

This section explains how you can identify the region your machine belongs to.

There is a label on the rear of the machine, located in the position shown below. The label contains details that identify the region your machine belongs to. Read the label.



The following information is region-specific. Read the information under the symbol that corresponds to the region of your machine.

## Region A (mainly Europe)

If the label contains the following, your machine is a region A model:

- CODE XXXX -27
- 220–240 V

## Region B (mainly North America)

If the label contains the following, your machine is a region B model:

- CODE XXXX -17
- 120–127 V

## Note

- Dimensions in this manual are given in two units of measure: metric and inch. If your machine is a Region A model, refer to the metric units. If your machine is a Region B model, refer to the inch units.

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## **Names of Major Features**

In this manual, major features of the machine are referred to as follows:

- Roll Unit RU6520 → Paper Input Location 2

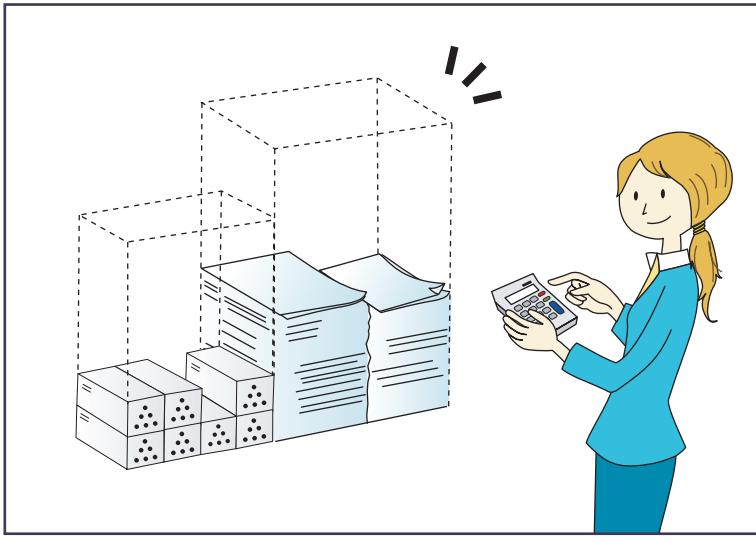


# 1. What You Can Do with This Machine

You can search for a description by what you want to do.

1

## Saving Paper



BRL059S

### Printing multi-page documents on a single sheet (Combine)

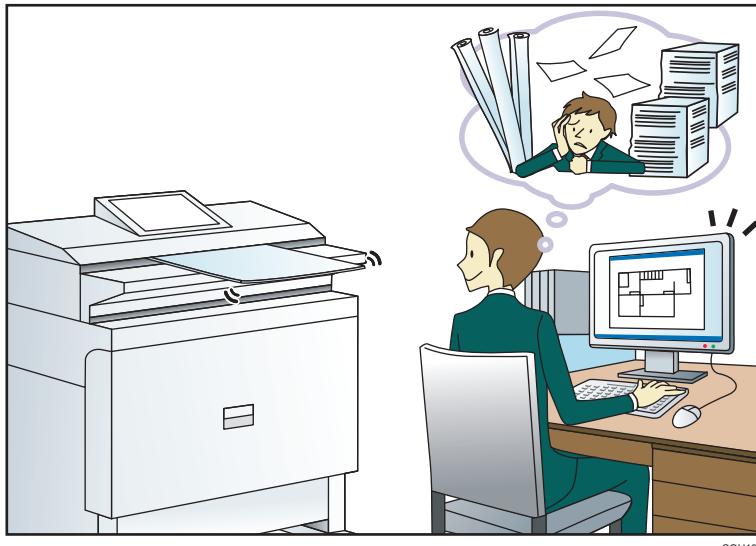
⇒ See "Combined Copying", Copy / Document Server .

### Conserving ink when printing (Ink Save function)

⇒ See "Enabling the Ink Save Function", Print .

# Converting Documents to Electronic Formats Easily

1



CQH100

## Sending scan files

⇒ See "Basic Procedure for Sending Scan Files by E-mail", Scan⑥.

## Sending the URL of the folder in which scan files are stored

⇒ See "Sending the URL by E-mail", Scan⑥.

## Storing scan files in a shared folder

⇒ See "Basic Procedure When Using Scan to Folder", Scan⑥.

## Storing scan files on media

⇒ See "Basic Procedure for Saving Scan Files on a Removable Memory Device", Scan⑥.

## Managing and using documents converted to electronic formats (Document Server)

⇒ See "Relationship between Document Server and Other Functions", Copy/ Document Server⑥.

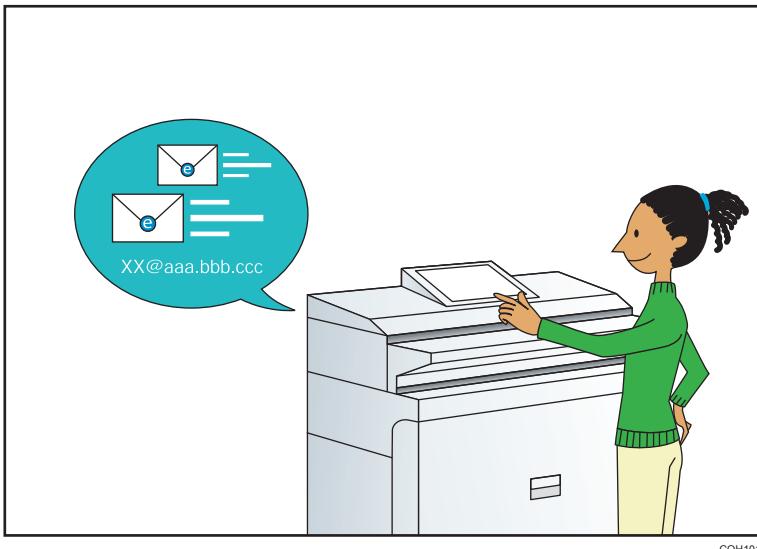
## Reducing the document size of scanned data (Reduce / Enlarge)

⇒ See "Edit", Scan⑥.

## Reducing the file size of scanned data while maintaining the text legibility (PDF (JPEG 2000))

⇒ See "Specifying the File Type", Scan⑥.

# Registering Destinations



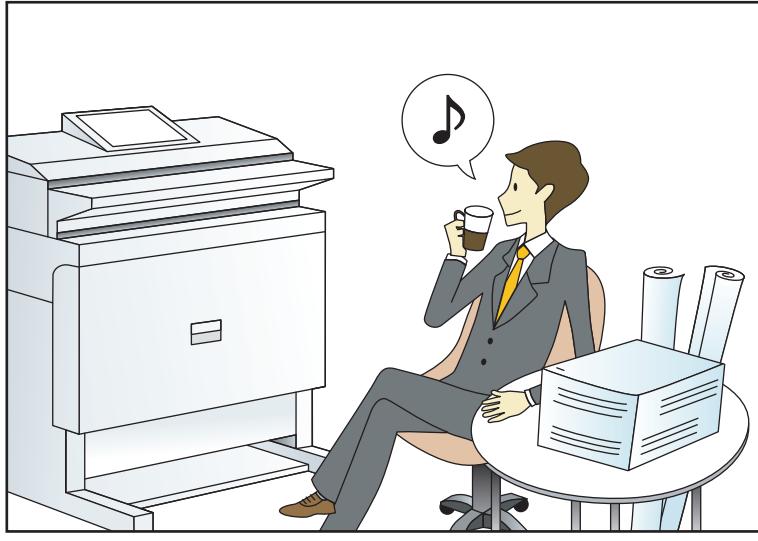
CQH101

## Using the control panel to register destinations in the Address Book

⇒ See "Registering a destination in the address book manually", Scan ①.

# Operating the Machine More Effectively

1



CQH102

## Registering and using frequently-used settings (Program)

⇒ See "Registering Functions in a Program", Convenient Functions .

## Registering frequently-used settings as initial settings (Program as Defaults (Copier/Document Server/Scanner))

⇒ See "Changing the Default Functions of the Initial Screen", Convenient Functions .

## Registering frequently-used printing settings to the printer driver

⇒ See "Using One Click Presets", Print .

## Changing the initial settings of the printer driver to frequently-used printing settings

⇒ See "Displaying the Printing Preferences Dialog Box", Print .

## Adding shortcuts to frequently used programs or Web pages

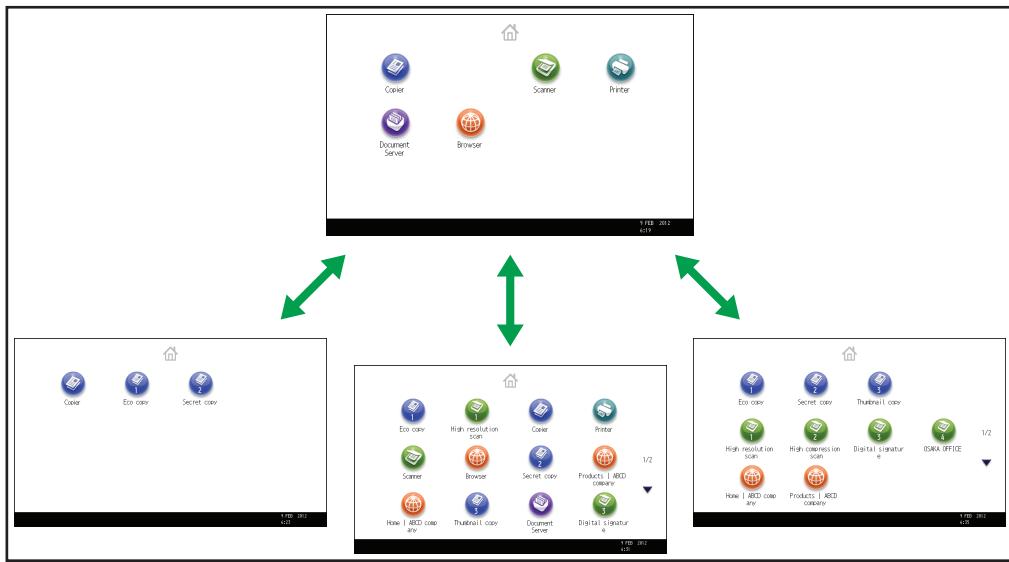
⇒ See "Adding Icons to the [Home] Screen", Convenient Functions .

## Changing the order of the function and shortcut icons

⇒ See "Changing the Order of Icons on the [Home] Screen", Convenient Functions .

# Customizing the [Home] Screen as You Like

The icons of each function are displayed on the [Home] screen.



CQH001

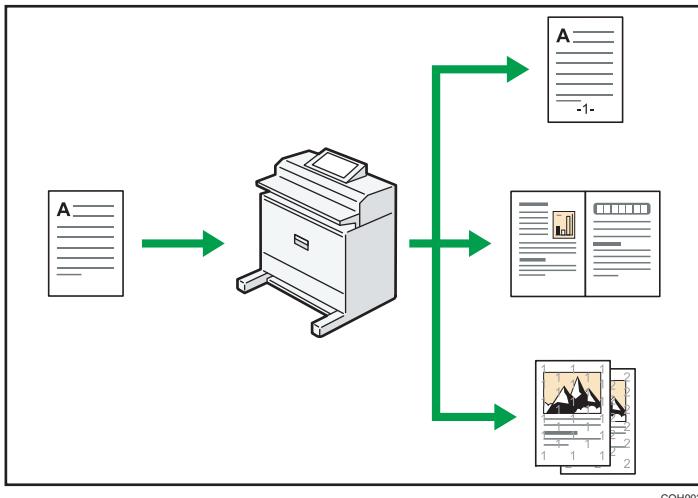
- You can add shortcuts to often used programs or Web pages to the [Home] screen. The programs or Web pages can be recalled easily by pressing the shortcut icons.
- You can display only the icons of functions and shortcuts that you use.
- You can change the order of the function and shortcut icons.

## Reference

- For details about the features on the [Home] screen, see "How to Use the [Home] Screen", Getting Started.
- For details about how to customize the [Home] screen, see "Types of [Home] Screens and How to Customize Them", Convenient Functions.

# Making Copies Using Various Functions

1

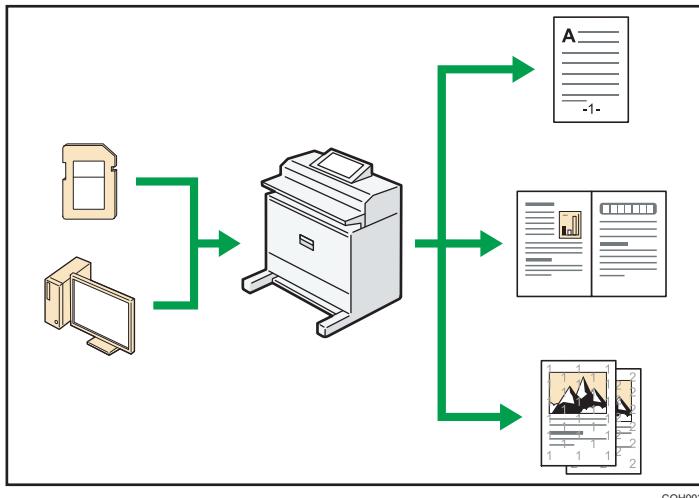


- You can make copies in full color. You can switch the color copy mode depending on the type of originals used and the desired finish.
- You can print stamps on copies. Stamps can include background numbers, scanned images, dates, and page numbers.
- You can adjust the color tones and image quality of your copies.
- You can reduce or enlarge the copy image. With the Auto Reduce / Enlarge function, the machine automatically detects the original size, and then selects an appropriate reproduction ratio based on the paper size you select. If the orientation in which your original is placed is different from that of the paper you are copying onto, the machine rotates the original image by 90 degrees and fits it on the copy paper.
- You can use the "Combine" function to save paper by printing multiple pages on a single sheet.

## Reference

- See "Copying in Color", "Stamps", "Adjusting Color", "Reducing or Enlarging Originals", and "Combined Copying", Copy/ Document Server ⑥.

# Printing Data Using Various Functions



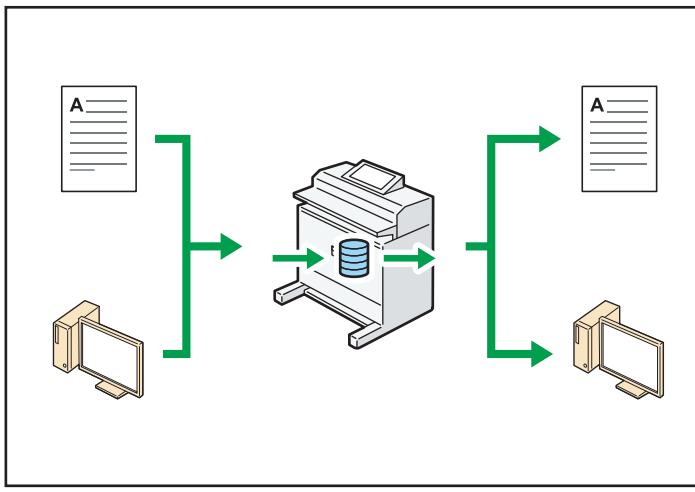
- This machine supports network and local connections.
- You can send PDF files directly to the machine for printing, without having to open a PDF application.
- You can print or delete print jobs stored on the machine's hard disk, which have been previously sent from computers using the printer driver. The following types of print jobs can be selected: Sample Print, Locked Print, Hold Print, and Stored Print.
- You can print files stored on a removable memory device and specify print conditions such as print quality and print size.

## Reference

- See "Printing a File Directly", "Storing Documents in the Hard Disk Drive and Printing them", and "Direct Printing from a Memory Storage Device", Print

## Utilizing Stored Documents

You can store files scanned in copier, printer, or scanner mode on the machine's hard disk. With Web Image Monitor, you can use your computer to search for, view, print, delete, and send stored files via the network. You can also change print settings and print multiple documents (Document Server).



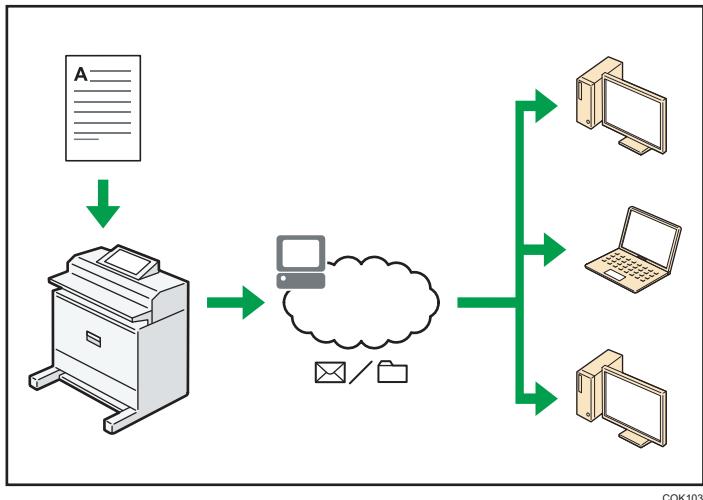
CQH004

- Using the file format converter, you can download stored documents to your computer.

### Reference

- For details about the Document Server in copier mode and how to use the Document Server, see "Storing Data in the Document Server" and "Document Server", Copy/ Document Server ⑥.
- For details about the Document Server in printer mode, see "Saving and Printing Using the Document Server", Print ⑥.
- For details about the Document Server in scanner mode, see "Storing and Saving the Scanned Documents", Scan ⑥.

# Using the Scanner in a Network Environment



CQK103

- You can send scan files to a specified destination using e-mail (Sending scan files by e-mail).
- You can send scan files directly to folders (Sending scan files by Scan to Folder).
- You can use this machine as a delivery scanner for the ScanRouter delivery software<sup>\*1</sup> (Network delivery scanner). You can save scan files in the delivery server or send them to a folder in a computer on the same network.

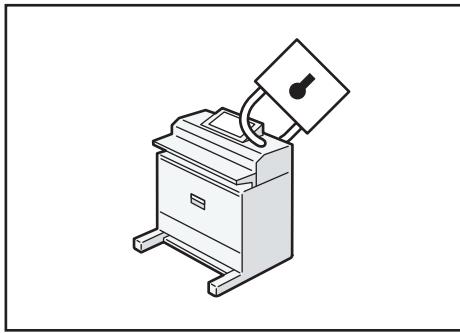
\*1 The ScanRouter delivery software is no longer available for sale.

## Reference

- See "Basic Procedure for Sending Scan Files by E-mail", "Basic Procedure When Using Scan to Folder", and "Basic Procedure for Delivering Files", Scan ⑥.

## Preventing Information Leakage (Security Functions)

1



CQK104

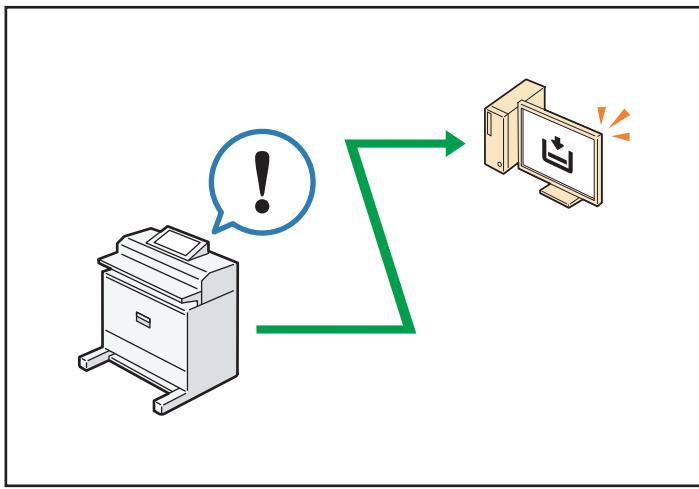
- You can protect documents from unauthorized access and stop them from being copied without permission.
- You can control the use of the machine, as well as prevent machine settings from being changed without authorization.
- By setting passwords, you can prevent unauthorized access via the network.
- You can erase or encrypt the data on the hard disk to minimize the risk of information leakage.
- You can limit the usage of functions for each user.

### Reference

- See Security Guide .

# Monitoring and Setting the Machine Using a Computer

Using Web Image Monitor, you can check the machine's status and change the settings.



CQH005

You can check which paper input location is running out of paper, register information in the Address Book, specify the network settings, configure and change the system settings, manage jobs, print the job history, and configure the authentication settings.

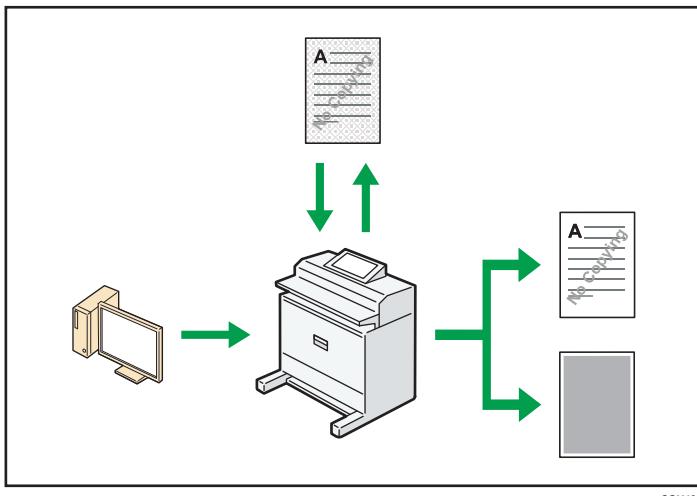
## Reference

- See Connecting the Machine/ System Settings⑥ or Web Image Monitor Help.

## Preventing an Unauthorized Copy

You can print embedded pattern on paper to prevent them from being copied.

1



- Using the printer driver, you can embed a pattern in the printed document. If the document is copied on a machine with the Copy Data Security unit, protected pages are grayed out in the copy. This can minimize the risk of confidential information being copied. If a document protected by unauthorized copy guard is copied on a machine that is equipped with the Copy Data Security unit, the machine beeps to notify users that unauthorized copying is being attempted.  
If the document is copied on a machine without the Copy Data Security Unit, the hidden text becomes conspicuous in the copy, showing that the copy is unauthorized.
- Using the printer driver, you can embed text in the printed document for unauthorized copy prevention. If the document is copied, scanned, or stored in a Document Server by a copier or multifunction printer, the embedded text appears conspicuous in the copy, discouraging such unauthorized copying.

### Reference

- For details, see the printer driver Help, Print<sup>⑥</sup>, and Security Guide<sup>⑦</sup>.

# 2. Getting Started

This chapter describes how to start using this machine.

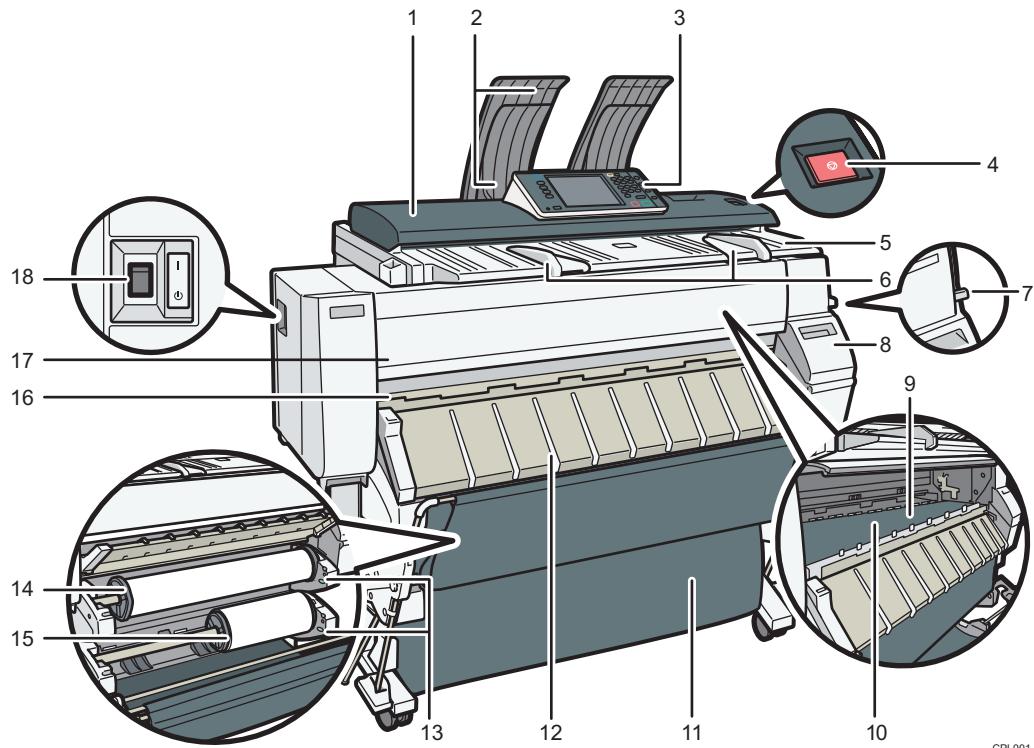
## Guide to Names and Functions of Components

2

### Important

- Do not obstruct the ventilation holes by placing objects near them or leaning things against them. If the machine overheats, a failure might occur.

### Front



CPL001

#### 1. Original cover

Open to clear jammed originals.

#### 2. Original stacker

Originals are stacked here.

#### 3. Control panel

See p.25 "Guide to the Names and Functions of the Machine's Control Panel".

**4. [Scanner Stop] key**

Use if originals are feeding in slanted, or to cancel scanning while an original is feeding in.

**5. Original table**

Place originals here scanning side down.

**6. Original guide**

Set to the width of your originals.

**7. Paper holding lever**

This lever holds paper that is inserted into the paper input location or the paper bypass location. Use this lever to copy or print from the bypass location, or to remove misfed paper.

**8. Cartridge cover**

Open to replace print cartridges.

**9. Platen**

Paper is sucked down and prevented from floating. Clean this area if the back of the printouts becomes dirty. See "Cleaning the Platen", Maintenance and Specifications .

**10. Paper bypass location**

Load paper here when you copy or print from the paper bypass location. Load paper print side up.

**11. Output basket**

The delivered paper is stacked here. Change the mode of the basket according to the size of the paper.

**12. Paper input location cover**

Open to load the paper roll onto the paper input location or to remove misfed paper.

**13. Rewind button**

Press this button to load the paper roll or to remove misfed paper.

**14. Paper Input Location 1**

Load a paper roll here.

**15. Paper Input Location 2**

Load a paper roll here.

**16. Paper output location**

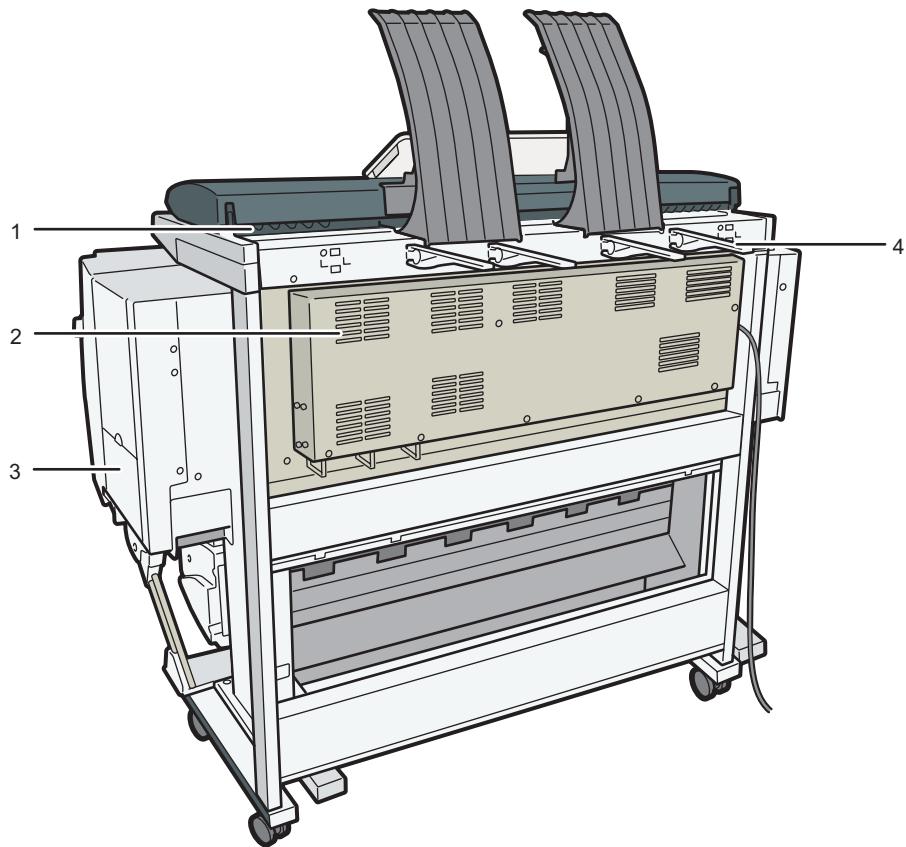
The printouts are delivered here.

**17. Front cover**

This is the cover of the paper bypass location. Open this cover to copy or print from the paper bypass location, to remove misfed paper, or to clean the platen.

**18. Main power switch**

To operate the machine, the main power switch must be on. If it is off, turn the switch on.

**Rear**

CPL002

2

**1. Original exit**

Originals are delivered here.

**2. Ventilation holes**

Prevent overheating.

**3. Ink collector unit cover**

Open this cover to replace the ink collector unit. Ink used for maintenance collects in the ink collector unit.

**4. Original output guide**

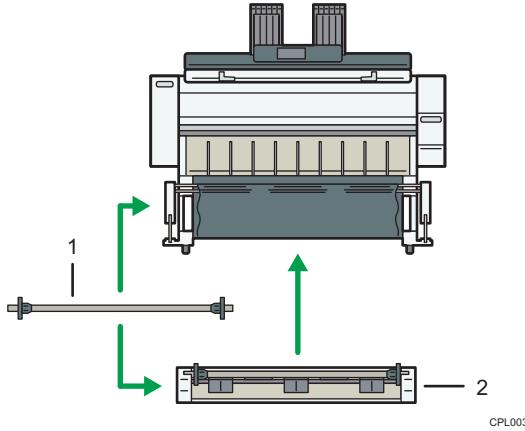
Stacks originals delivered to the rear output.

# Guide to Functions of the Machine's Options

## Guide to Functions of the Machine's External Options

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2



### 1. Paper holder

Use to set a paper roll onto the paper input location.

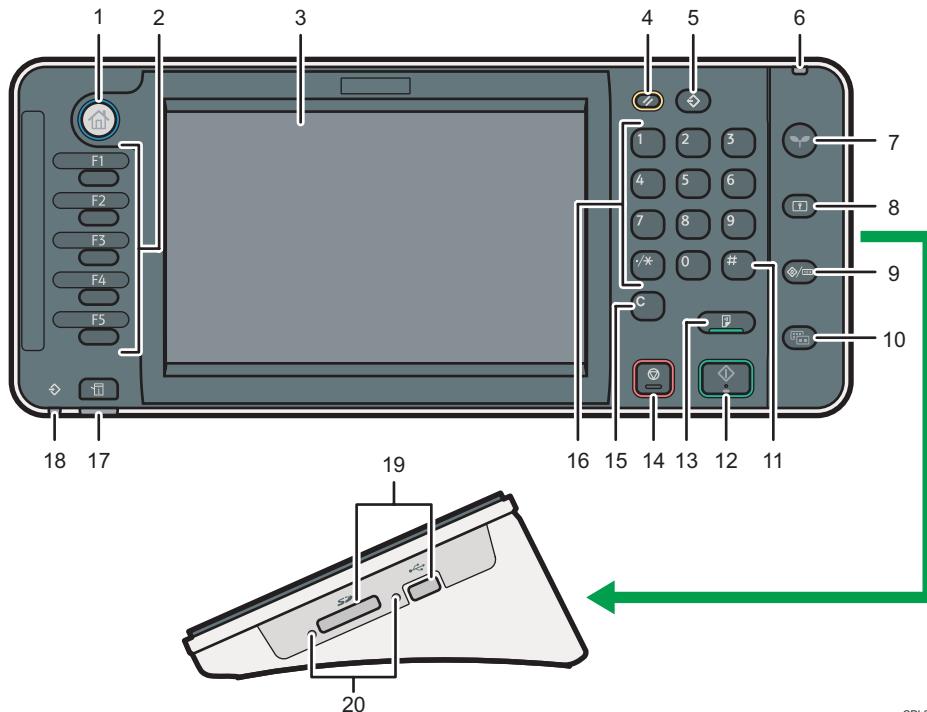
This is useful to change quickly to a different size paper roll from the paper holder.

### 2. Paper Input Location 2

Load a paper roll onto this unit.

# Guide to the Names and Functions of the Machine's Control Panel

This illustration shows the control panel of the machine with options fully installed.



CPL005

## 1. [Home] key

Press to display the [Home] screen. For details, see p.28 "How to Use the [Home] Screen".

## 2. Function keys

No functions are registered to the function keys as a factory default. You can register often used functions, programs, and Web pages. For details, see "Configuring function keys", Getting Started⑥.

## 3. Display panel

Displays keys for each function, operation status, or messages. See "How to Use the Screens on the Control Panel", Getting Started⑥.

## 4. [Reset] key

Press to clear the current settings.

## 5. [Program] key (copier, Document Server, and scanner mode)

- Press to register frequently used settings, or to recall registered settings.

See "Registering Frequently Used Functions", Convenient Functions⑥.

- Press to program defaults for the initial display when modes are cleared or reset, or immediately after the main power switch is turned on.

See "Changing the Default Functions of the Initial Screen", Convenient Functions .

#### **6. Main power indicator**

The main power indicator goes on when you turn on the main power switch.

#### **7. [Energy Saver] key**

Press to switch to and from Low Power mode or Sleep mode. See "Saving Energy", Getting Started .

When the machine is in Low Power mode, the [Energy Saver] key is lit. In Sleep mode, the [Energy Saver] key flashes slowly.

#### **8. [Login/Logout] key**

Press to log in or log out.

#### **9. [User Tools/Counter] key**

- User Tools

Press to change the default settings to meet your requirements. See "Accessing User Tools", Connecting the Machine/ System Settings .

- Counter

Press to check or print the counter value. See "Counter", Maintenance and Specifications .

You can find out where to order expendable supplies and where to call when a malfunction occurs. You can also print these details. See "Checking Enquiry Using the User Tools", Maintenance and Specifications .

#### **10. [Simple Screen] key**

Press to switch to the simple screen. See "Switching Screen Patterns", Getting Started .

#### **11. [#] key (Enter key)**

Press to confirm values entered or items specified.

#### **12. [Start] key**

Press to start copying, printing, scanning, or sending.

#### **13. [Sample Copy] key**

Press to make a single set of copies or prints to check print quality before making multiple sets. See "Sample Copy", Copy/ Document Server .

#### **14. [Stop] key**

Press to stop scanning originals or to delete preset jobs. However, a print job in progress cannot be stopped.

#### **15. [Clear] key**

Press to delete a number entered.

#### **16. Number keys**

Use to enter the numbers for copies, and data for the selected function.

#### **17. [Check Status] key**

Press to check the machine's system status, operational status of each function, and current jobs. You can also display the job history and the machine's maintenance information.

#### **18. Data In indicator (printer mode)**

Flashes when the machine is receiving print jobs from a computer. See Print .

**19. Media slots**

Use to insert an SD card or a USB flash memory device.

**20. Media access lamp**

Lights up when a memory storage device is inserted in the media slot or accessed.

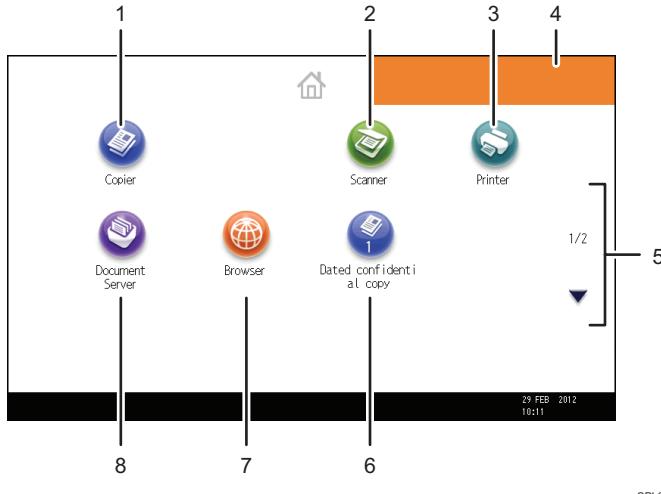
# How to Use the [Home] Screen

The icons of each function are displayed on the [Home] screen.

You can add shortcuts to frequently used programs or Web pages to the [Home] screen. The icons of added shortcuts appear on the [Home] screen. The programs or Web pages can be recalled easily by pressing the shortcut icons.

2

To display the [Home] screen, press the [Home] key.



CPL015

## 1. [Copier]

Press to make copies.

For details about how to use the copy function, see Copy/ Document Server .

## 2. [Scanner]

Press to scan originals and save images as files.

For details about how to use the scanner function, see Scan .

## 3. [Printer]

Press to make settings for using the machine as a printer.

For details about how to make settings for the printer function, see Print .

## 4. Home screen image

You can display an image on the [Home] screen, such as a corporate logo. To change the image, see "Displaying the Image on the [Home] Screen", Convenient Functions .

## 5. ▲/▼

Press to switch pages when the icons are not displayed on one page.

## 6. Shortcut icon

You can add shortcuts to programs or Web pages to the [Home] screen. For details about how to register shortcuts, see p.29 "Adding Icons to the [Home] Screen". The program number appears on the bottom of the shortcut icon.

## 7. [Browser]

Press to display Web pages.

For details about how to use the browser function, see Convenient Functions.

2

## 8. [Document Server]

Press to store or print documents on the machine's hard disk.

For details about how to use the Document Server function, see Copy/ Document Server.

## Adding Icons to the [Home] Screen

You can add shortcuts to programs stored in copier or scanner mode, or Web pages registered in Favorites using the browser function.

You can also review icons of functions and embedded software applications that you deleted from the [Home] screen.

### Note

- Shortcuts to programs stored in Document Server mode cannot be registered to the [Home] screen.
- Shortcut names of up to 32 characters can be displayed in a standard screen. If the name of the shortcut is longer than 32 characters, the 32nd character is replaced with "...". Only 30 characters can be displayed in a simple screen. If the name of the shortcut is longer than 30 characters, the 30th character is replaced with "...".
- For details about how to make a program, see p.33 "Registering Functions in a Program".
- For details about the procedure for registering Web pages to Favorites, see "Specifying the Settings for Favorites", Convenient Functions.
- Shortcuts to Web pages that are registered to Favorites by User cannot be registered to the [Home] screen. To register the shortcuts, register Web pages to Common Favorites. For details about kinds of Favorites, see "Specifying the Settings for Favorites", Convenient Functions.
- For details about the procedure for registering a shortcut using the [Program] screen, see "Registering a Shortcut to a Program to the [Home] Screen", Convenient Functions.
- You can register up to 72 function and shortcut icons. Delete unused icons if the limit is reached. For details see "Deleting an Icon on the [Home] Screen", Convenient Functions.
- You can change the position of icons. For details, see "Changing the Order of Icons on the [Home] Screen", Convenient Functions.

## Adding icons to the [Home] screen using Web Image Monitor

**1. Start Web Image Monitor.**

For details, see "Using Web Image Monitor", Connecting the Machine/ System Settings③.

**2. Log in to Web Image Monitor as an administrator.**

For details, see Security Guide⑥.

**3. Point to [Device Management], and then click [Device Home Management].**

**4. Click [Edit Icons].**

**5. Point to [+Icon can be added.] of the position that you want to add, and then click [+Add].**

**6. Select the function or shortcut icon you want to add.**

**7. Click [OK] four times.**

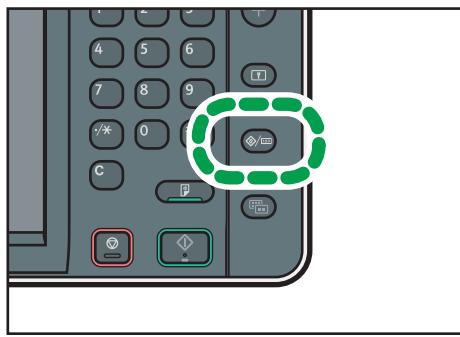
2

## Adding icons to the [Home] screen using the User Tools

In the following procedure, a shortcut to a copier program is registered to the [Home] screen.

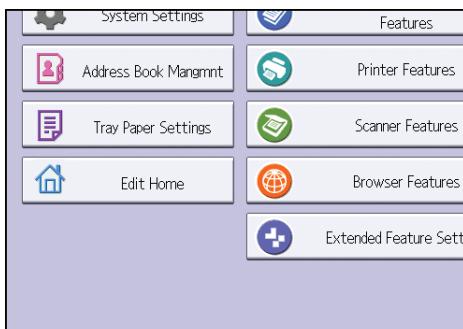
**1. Register a program.**

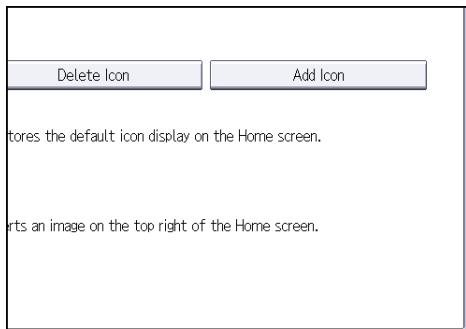
**2. Press the [User Tools/Counter] key.**



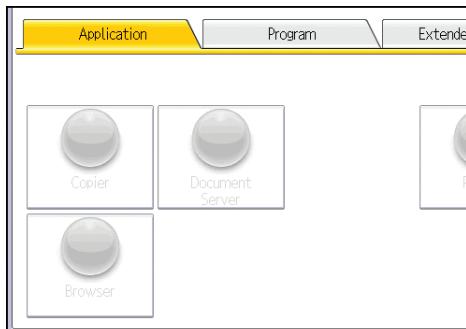
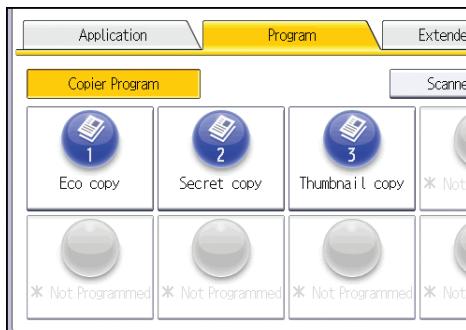
CJS039

**3. Press [Edit Home].**

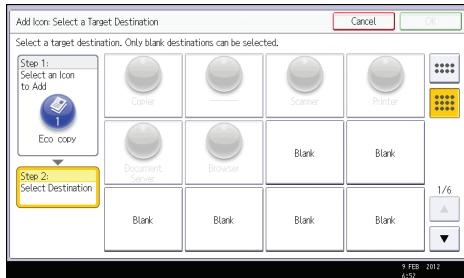
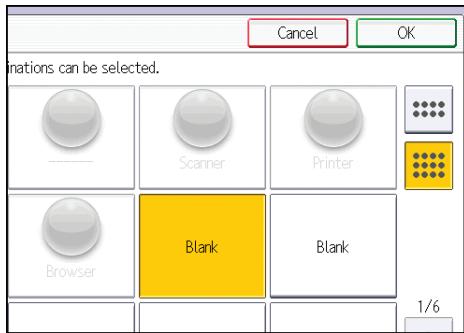


**4. Press [Add Icon].**

2

**5. Press the [Program] tab.****6. Make sure that [Copier Program] is selected.****7. Select the program you want to add.**

2

**8. Specify the position where [Blank] is displayed.****9. Press [OK].****10. Press the [User Tools/Counter] key.****Note**

- Press [ ] on the upper-right corner of the screen to check the position on the simple screen.

# Registering Functions in a Program

You can register up to 25 programs each for the copier, Document Server, and scanner functions.

The following settings can be registered to programs:

## Copier:

High Speed Copy, color mode, original type, density, Special Original, paper input location/paper bypass location, Store File (except for User Name and Password), Synchro Cut, Variable Cut, Auto Reduce / Enlarge, User Auto R/E, Finishing, Adjust Print Position, Edit / Colour, Combine, Reduce / Enlarge, number of copies

## Document Server (on the initial document print screen):

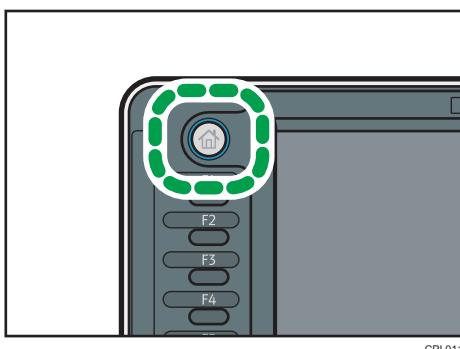
Auto Reduce / Enlarge, Finishing, Adjust Print Position, Stamp, Reduce / Enlarge, number of prints

## Scanner:

Scan Settings, density, Next Original Wait, Original Feed Type, Send File Type / Name (except for Security Settings), Store File (except for User Name and Password), Preview, Text, Subject, Security, Receipt, Notice

This section explains how to register functions in a program using copier function as an example.

1. Press the [Home] key on the top left of the control panel, and press the [Copier] icon on the [Home] screen.

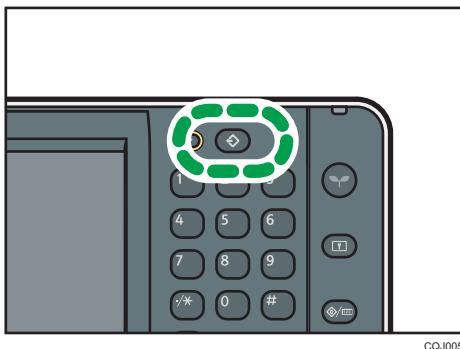


CPL011

2. Edit the copy settings so all functions you want to store in a program are selected.

2

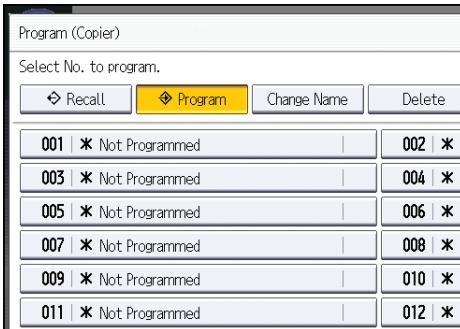
**3. Press the [Program] key.**



CQJ005

**4. Press [Program].**

**5. Press the program number you want to register.**



**6. Enter the program name.**

**7. Press [OK].**

**8. Press [Exit].**

**↓ Note**

- You can enter up to 34 characters for a program name.
- When a specified program is registered as the default, its values become the default settings, which are displayed without pressing the [Program] key, when modes are cleared or reset, and after the machine is turned on. See "Changing the Default Functions of the Initial Screen", Convenient Functions ⑥.
- If the paper input location you specified in a program runs out of paper and another paper input location is configured with the same size of paper, the paper input location will automatically switch to the other.
- Programs are not deleted by turning the power off or by pressing the [Reset] key unless the program is deleted or overwritten.
- Program numbers with ♦ next to them already have settings made for them.

- Programs can be registered to the [Home] screen, and can be recalled easily. For details, see "Registering a Shortcut to a Program to the [Home] Screen", Convenient Functions⑥ and p.29 "Adding Icons to the [Home] Screen". Shortcuts to programs stored in Document Server mode cannot be registered to the [Home] screen.

## Example of Programs

2

### Copier mode

| Program name                 | Program description  | Effect  |
|------------------------------|--|---|
| Dated confidential copy      | In [Edit / Colour], specify [CONFIDENTIAL] under [Preset Stamp], and [Date Stamp]. | You can increase security awareness by printing "CONFIDENTIAL" and the date on copies.  |
| Stamping corporate name copy | Specify [User Stamp] in [Edit / Colour].   | You can stamp the name of your company on copies of working or architectural drawings. Your company name needs to be pre-registered in the machine. |
| Unified-size copy            | Specify [Auto Reduce / Enlarge].   | You can print various size copies onto one size of paper, so they are easier to manage.   |
| Thumbnail copy               | Specify [Combine].   | You can copy up to eight pages onto a sheet, so that you can save paper.  |

### Scanner mode

| Program name              | Program description   | Effect  |
|---------------------------|---|---|
| Easy PDF scan             | Select [Full Colour: Text / Photo] in [Scan Settings]. In [Send File Type / Name], select [PDF] under [File Type] and enter the business details such as "London branch: daily report" under [File Name]. | You can scan documents efficiently.   |
| High compression PDF scan | Select [Full Colour: Text / Photo] in [Scan Settings] and [PDF (JPEG 2000)] in [Send File Type / Name].   | You can compress the data size of scanned documents, so that you can send and store them. |

| Program name           | Program description   | Effect   |
|------------------------|---|--|
| Long-term storage scan | Select [PDF/A] in [Send File Type / Name].  | You can easily digitize documents to "PDF/A" file format, which is suitable for long-term storage.                       |
| Unified-size scan      | In [Scan Settings], select [Reduce / Enlarge] under [Edit], and then specify the reproduction ratio or finished size of scanned data for each page of the original. | You can skip the procedure to unify the print size when reprinting scanned data.   |
| Digital signature scan | In [Send File Type / Name], specify [PDF], [PDF (JPEG 2000)], or [PDF/A] in [File Type], and also specify [Digital Signature].                                      | You can add a digital signature to an important document such as a contract, so that any data tampering can be detected. |
| High resolution scan   | Specify settings to save scanned data in TIFF format. Also, specify a higher resolution in [Scan Settings].   | Scanned documents maintain much of the detail of the originals, but the size of the data may be quite large.             |

 Note

- Depending on the options installed, some functions cannot be registered. For details, see "Functions Requiring Optional Configurations", Getting Started .
- The names of programs given above are just examples. You can assign any name to a program according to your objectives.
- Depending on your business details or the type of documents to be scanned, registering a program cannot be recommended.

# Turning On/Off the Power

The main power switch is on the left side of the machine. Turning off this switch makes the main power indicator on the right side of the control panel go off. When this is done, machine power is off. Use this switch only when necessary.

2

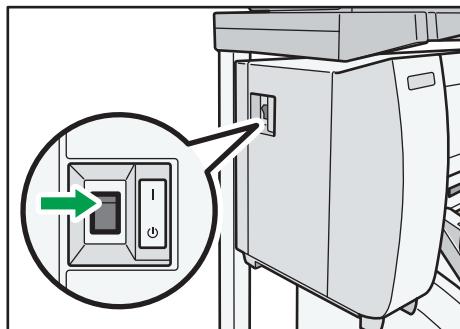
## Turning On the Main Power

### Important

- Do not turn off the main power switch until the "Please wait." message disappears from the display. Doing so may result in damage to the hard disk or memory or nozzle clogging due to dried head, leading to malfunctions.

1. Make sure the power cord is firmly plugged into the wall outlet.
2. Turn on the main power switch.

The main power indicator goes on.



CPL026

## Turning Off the Main Power

### CAUTION

- When disconnecting the power cord from the wall outlet, always pull the plug, not the cord. Pulling the cord can damage the power cord. Use of damaged power cords could result in fire or electric shock.

### Important

- After turning the machine's power off, wait at least a few seconds before turning it back on. If the message "Turn main Power Switch Off" appears, turn the machine's power off, and wait until the main power switch indicator turns off. After the main power switch indicator is turned off, wait 10

seconds or more before, and then turn it on again. Never turn the power back on immediately after turning it off.

- Before unplugging the power cord plug, turn off the main power switch and make sure the main power switch indicator turns off. Not doing so may result in damage to the hard disk or memory, leading to malfunctions.
- Do not turn off the power while the machine is in operation. Doing so may result in damage to the hard disk or memory or nozzle clogging due to dried head, leading to malfunctions.

2

1. Turn off the main power switch.

The main power indicator goes out.

# When the Authentication Screen is Displayed

If Basic Authentication, Windows Authentication, LDAP Authentication, or Integration Server Authentication is active, the authentication screen appears on the display. The machine only becomes operable after entering your own Login User Name and Login Password. If User Code Authentication is active, you cannot use the machine until you enter the User Code.

If you can use the machine, you can say that you are logged in. When you go out of the operable state, you can say that you are logged out. After logging in the machine, be sure to log out of it to prevent unauthorized usage.

## Important

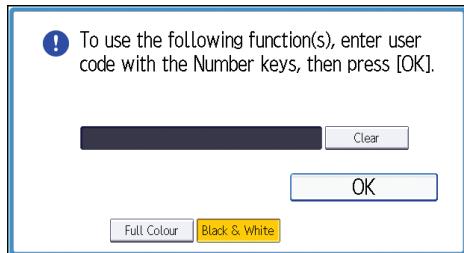
- Ask the user administrator for the Login User Name, Login Password, and User Code. For details about user authentication, see Security Guide .
- User Code to enter on User Code Authentication is the numerical value registered in the Address Book as "User Code".

## User Code Authentication Using the Control Panel

This section explains the procedure for logging in to the machine using the control panel while User Code Authentication is active.

If User Code Authentication is active, a screen prompting you to enter a User Code appears.

### 1. Enter a User Code (up to eight digits), and then press [OK].



## Logging In Using the Control Panel

This section explains the procedure for logging in to the machine when Basic Authentication, Windows Authentication, LDAP Authentication, or Integration Server Authentication is set.

**1. Press [Login].**

2

**2. Enter a Login User Name, and then press [OK].****3. Enter a Login Password, and then press [OK].**

When the user is authenticated, the screen for the function you are using appears.

---

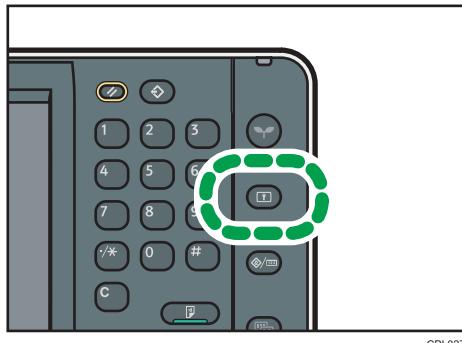
## Logging Out Using the Control Panel

---

This section explains the procedure for logging out the machine when Basic Authentication, Windows Authentication, LDAP Authentication, or Integration Server Authentication is set.

**★ Important**

- To prevent use of the machine by unauthorized persons, always log out when you have finished using the machine.

**1. Press the [Login/Logout] key.****2. Press [Yes].**

# Placing Originals

## Important

- Place one original at a time on the original table.
- When inserting an original, push it lightly against the rollers. Pushing it with force may cause an original jam.
- Once an original starts to feed in, do not push or pull it. This may damage the original.
- If the original's front or rear edge is badly curled, smooth it out with both hands before scanning. If the original is inserted as is, it may be damaged.
- When the machine is printing on paper that requires a long time for the ink to dry, such as translucent (vellum) paper, wait until each job has finished printing before loading the next original. If you load the next original while the machine is printing, the original might touch the printout and be stained with ink.

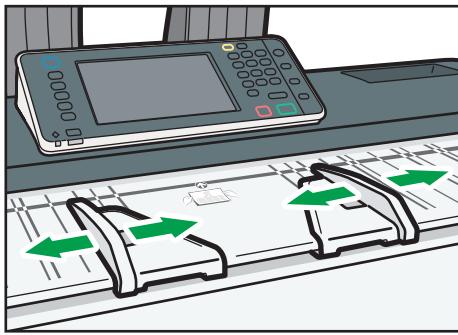
2

## Placing Originals on the Original Table

1. Make sure that "Ready" appears on the screen.
2. Adjust the original guides to the original size.

Adjust the original guides so they are the same distance from the center of the original table.

Make sure that the original guides are flush against the original. Do not push the original guide side fences with force.



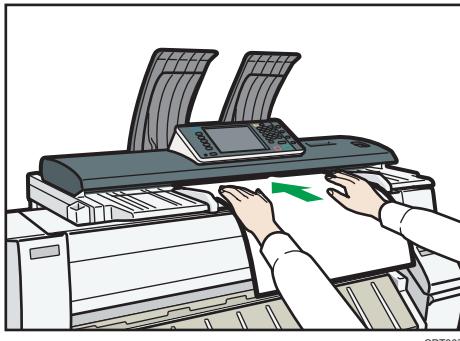
CPT006

3. Using both hands, carefully insert the original between the original guides, scan side down.

Push the original so that it makes light contact with the feed rollers.

Support the original with your hands until it feeds in.

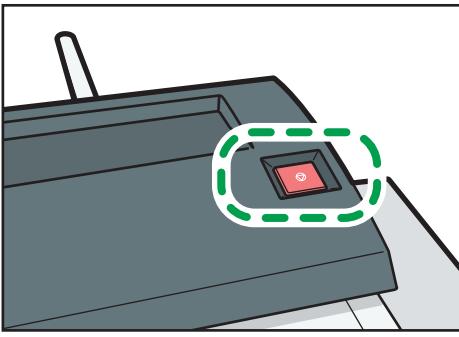
2



CPT007

### Stopping originals from feeding in

If the originals are feeding in slanted, or jamming, etc., press the [Scanner Stop] key to stop them feeding in.



CPT008

### Scanning an Original Using a Carrier Sheet

Use the carrier sheet when scanning originals such as originals drawn in pencil, and pasted originals.

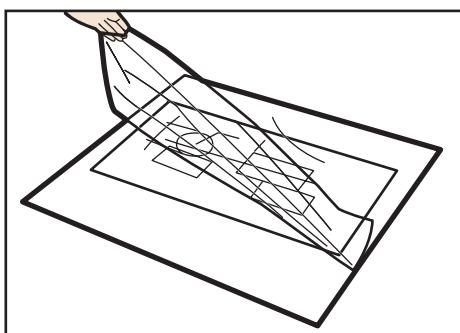
For details, see "Originals That Should Be Scanned Using the Carrier Sheet", Paper Specifications and Adding Paper ⑥.

#### Important

- When using the carrier sheet, originals should be ejected onto the original output guides. If the original is ejected onto the original stackers, it might be damaged. For details about how to eject originals onto the original output guides, see "Ejecting originals onto the original output guides", Paper Specifications and Adding Paper ⑥.

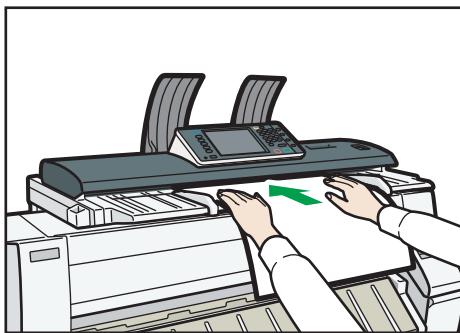
- Open the carrier sheet with the transparent sheet face up, and then insert the original also face up.

Align the original with the fold of the carrier sheet.



2

2. Adjust the original guides to the size of the carrier sheet.
3. Using both hands, hold the carrier sheet face down, and carefully insert the folded edge of the carrier sheet between the original guides.



CPT009

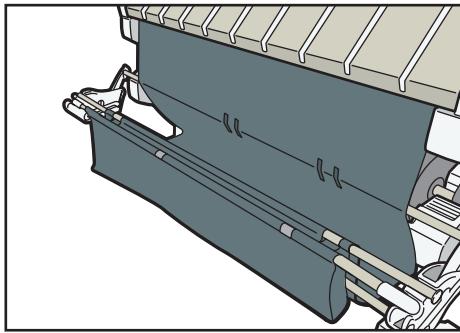
---

## Placing Rolled Originals

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When placing rolled originals, you can make copies using the output basket.

1. Check that the output basket is in basic mode.

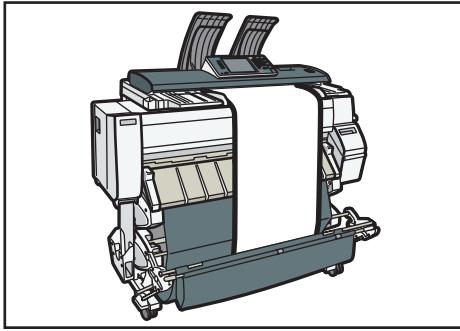


CPL032

2. Adjust the original guides to the original size.
3. Place the trailing edge of the rolled original on the output basket.

4. Pull the leading edge of the original up to the original table with the side to be scanned facing down.
5. Using both hands, carefully insert the original between the original guides.

2



CPT035

# 3. Copy

This chapter describes frequently used copier functions and operations. For the information not included in this chapter, see Copy/ Document Server  on the supplied CD-ROM.

3

## Basic Procedure

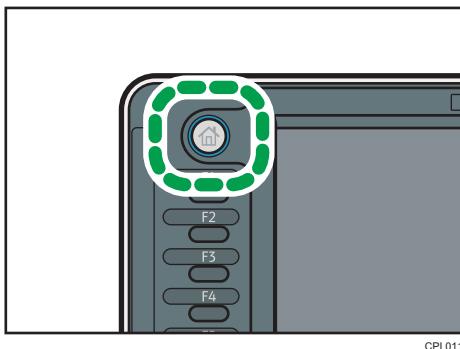
For details about how to place originals on the original table, see p.41 "Placing Originals on the Original Table".

For details about how to specify output locations for originals, see "Specifying Output Locations for Original", Paper Specifications and Adding Paper .

To copy onto paper other than plain paper, specify the paper type in User Tools according to the weight of the paper you are using. For details, see "Input Paper Settings", Connecting the Machine/ System Settings .

For details about how to get the output basket ready, see "Setting the Output Basket", Getting Started .

1. Press the [Home] key on the top left of the control panel, and press the [Copier] icon on the [Home] screen.



2. Make sure that no previous settings remain.

When there are previous settings remaining, press the [Reset] key.

3. Specify the output location for originals.

If the rear original stackers are installed, originals are ejected onto the original stackers. If the rear original stackers are not installed, originals are ejected onto the original output guides.

4. Select an original orientation that matches the orientation of your originals.

5. Make desired settings.

6. Enter the number of copies with the number keys.

The maximum copy quantity that can be entered is 99.

**7. Place the original on the original table.**

The original feeds into the machine automatically, and copying starts.

If [Press Start Key] is selected for [Feed Start Method], copying starts after you press the [Start] key.

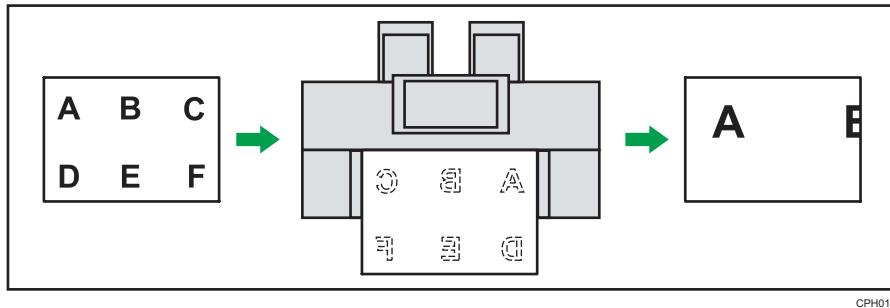
**8. When the copy job is finished, press the [Reset] key to clear the settings.**

# Reducing or Enlarging Originals

This section describes methods of reducing or enlarging images by specifying a reproduction ratio, or a paper size.

## Base Point

The upper right corner is the base point.

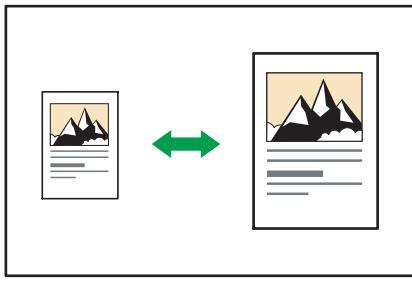


In addition to the functions described in this section, advanced reduce/enlarge copy functions are also available. For details about these functions, see "Advanced Reduce/Enlarge Copying", Copy/Document Server<sup>(1)</sup>.

## Preset Reduce / Enlarge

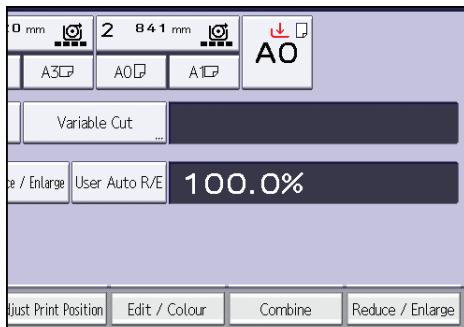
This function allows you to reduce or enlarge images by selecting a preset ratio.

You can register up to three frequently used reproduction ratios other than the preset reduce/enlarge ratios.



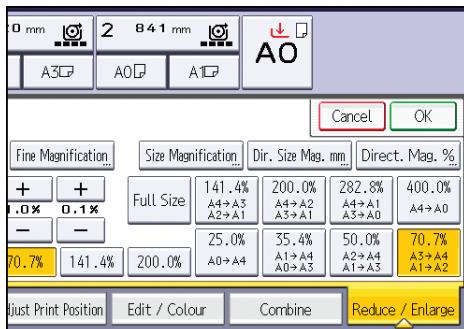
### 3. Copy

#### 1. Press [Reduce / Enlarge].



3

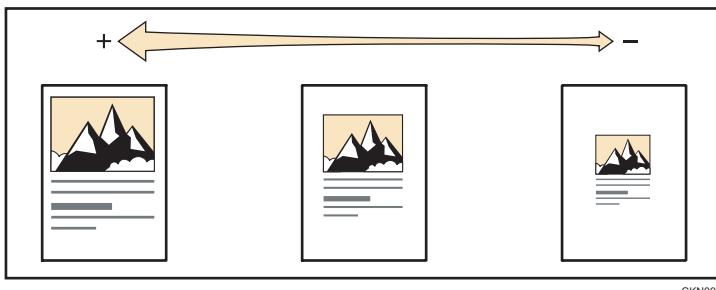
#### 2. Select a ratio, and then press [OK].



#### 3. Place the original, and start scanning.

### Zoom

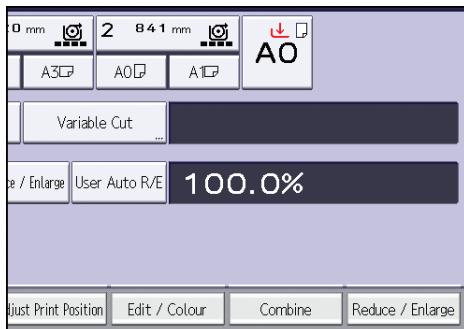
You can specify the reproduction ratio in increments of 0.1%.



To specify a reproduction ratio, enter the ratio using the number keys or specify the ratio with [+ ] or [- ].

This section describes how to enter the ratio using the number keys.

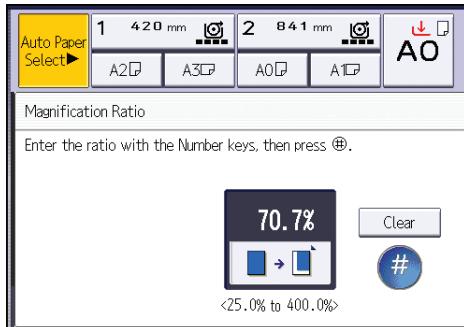
**1. Press [Reduce / Enlarge].**



3

**2. Press [Number keys].**

**3. Enter the desired ratio with the number keys, and then press [#].**

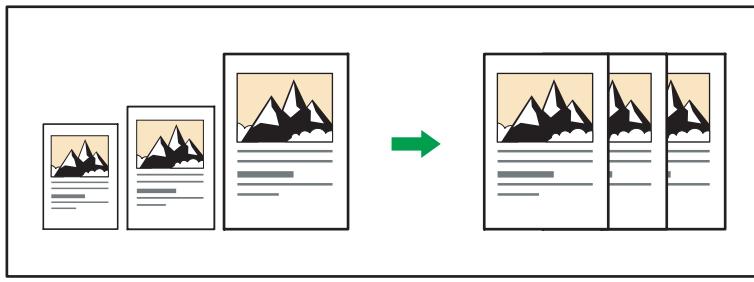


**4. Press [OK] twice.**

**5. Place the original, and start scanning.**

## Auto Reduce / Enlarge

The machine automatically detects the original size and then selects an appropriate reproduction ratio based on the paper size you select.



CKN008

**Important**

- You cannot use the paper bypass location with this function.

This is useful to copy different size originals to the same size paper.

To ensure the print result you require is produced, specify the original orientation before using Auto Reduce / Enlarge. Make sure that the original orientation setting matches the actual orientation of your original. For details, see "Original Orientation", Copy / Document Server ⑥.

The original sizes and orientations you can use with this function are as follows:

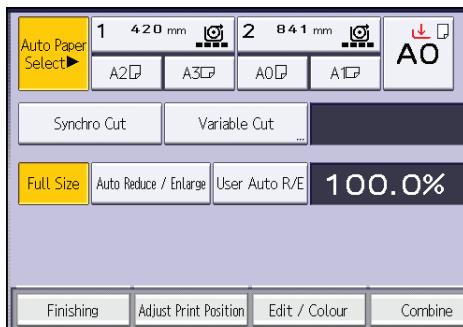
#### Region A (mainly Europe)

A0□, A1□, A2□, A3□, A4□, B1 JIS□, B2 JIS□, B3 JIS□, B4 JIS□

#### Region B (mainly North America)

- Engineering  
E (34 × 44) □, D (22 × 34) □, C (17 × 22) □, B (11 × 17) □, A (8<sup>1</sup>/<sub>2</sub> × 11) □
- Architecture  
E (36 × 48) □, D (24 × 36) □, C (18 × 24) □, B (12 × 18) □, A (9 × 12) □
- Others  
30 × 21□, 30 × 42□

#### 1. Press [Auto Reduce / Enlarge].



#### 2. Select the paper size.

#### 3. Place the original, and start scanning.

---

## User Auto Reduce / Enlarge

---

When the original is placed, the machine automatically enlarges or reduces the image to fit the paper size specified in advance.

#### Important

- You cannot use the paper bypass location with this function.

Using User Tools allows you to specify how much each original is enlarged or reduced.

You can select the following combinations:

 **Region A (mainly Europe)**

| Original size  | Copy size  |
|--|--|
| A0      | A0, A1, A2, A3, A4, B1 JIS, B2 JIS, B3 JIS, B4 JIS |
| A1      |  |
| A2      |  |
| A3      |  |
| A4      |  |
| B1 JIS  |  |
| B2 JIS  |  |
| B3 JIS  |  |
| B4 JIS  |  |

3

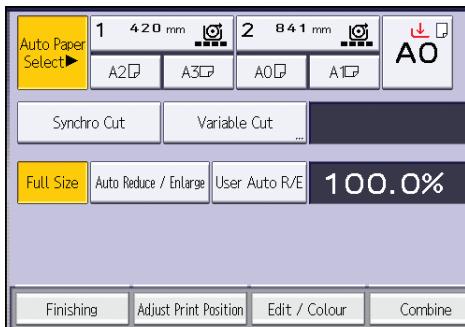
 **Region B (mainly North America)**

| Original size | Copy size  |
|---------------|--|
| Engineering   | E (34 × 44)     |
|               | D (22 × 34)     |
|               | C (17 × 22)     |
|               | B (11 × 17)     |
|               | A (8 1/2 × 11)  |
| Architecture  | E (36 × 48)     |
|               | D (24 × 36)     |
|               | C (18 × 24)     |
|               | B (12 × 18)     |
|               | A (9 × 12)      |

3. Copy

---

1. Press [User Auto R/E].



2. Check that the combination selected for User Auto Reduce / Enlarge is the one you want.

3. Place the original, and start scanning.

# Combined Copying

This mode can be used to select a reproduction ratio automatically and copy the originals onto a single sheet of copy paper.

The machine selects a reproduction ratio between 25.0 and 400.0%. If the orientation of the original is different from that of the copy paper, the machine will automatically rotate the image by 90 degrees to make copies properly.



CKN014

## Important

- You cannot use the paper bypass location with this function.

There are three types of One-Sided Combine.

### 1 Sided 2 Originals → Combine 1 Side

Copies two 1-sided originals to one side of a sheet.

### 1 Sided 4 Originals → Combine 1 Side

Copies four 1-sided originals to one side of a sheet.

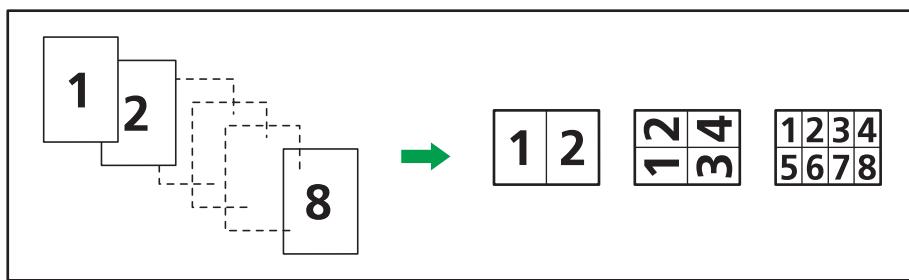
### 1 Sided 8 Originals → Combine 1 Side

Copies eight 1-sided originals to one side of a sheet.

### Orientation of the original and image position of Combine

The image position of Combine differs according to original orientation and the number of originals to be combined.

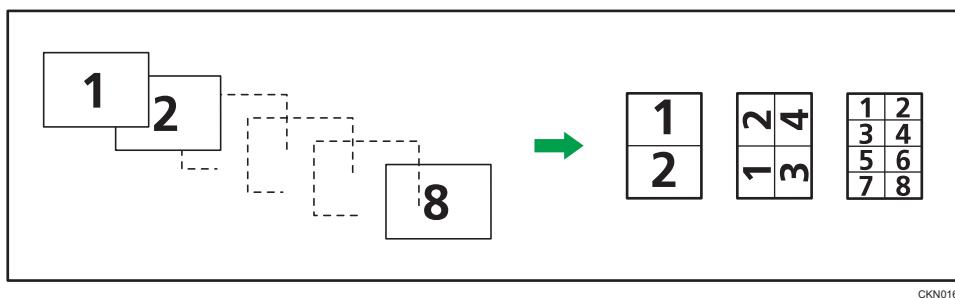
- Portrait (□) originals



CKN015

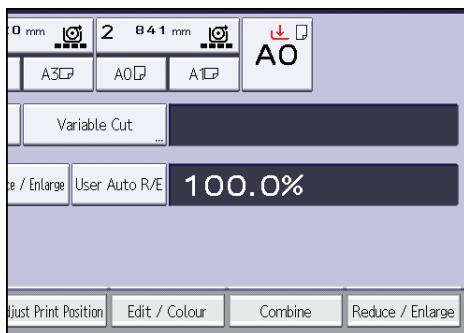
- Landscape (□) originals

### 3. Copy



3

1. Press [Combine].



2. Select the number of originals to combine.
3. Press [OK].
4. Select the paper size.
5. Place the original, and start scanning.

# Specifying the Length of Copy Paper Cut

Specify the length to cut the paper loaded in the paper input location.

## Important

- You cannot cut the paper in the paper bypass location.

The following paper cut methods are available:

### Synchro Cut

Cuts the paper at the same length as the original. If the copy is enlarged or reduced, the machine calculates the appropriate length for the reduce/enlarge ratio and cuts the paper.

### Preset Cut

Cuts the paper at a preset size, regardless of the size of the original. You can use this method to copy different sized originals to the same size.

### Variable Cut

Cuts the paper to the size entered.

## Synchro Cut

Cuts the paper at the same length as the original. If the copy is enlarged or reduced, the machine calculates the appropriate length for the reduce/enlarge ratio and cuts the paper.

### 1. Press [Synchro Cut].



### 2. Select Paper Input Location 1 or 2.

### 3. Place the original, and start scanning.

## Preset Cut

Cuts the paper at a preset size, regardless of the size of the original. You can use this method to copy different sized originals to the same size.

### 1. Select a preset cut size of the Paper Input Location 1 or 2.



### 2. Place the original, and start scanning.

The preset cut size differs depending on the paper roll width. It is cut in the following sizes.

#### Region A (mainly Europe)

| Paper roll width | Portrait                               | Landscape                       |
|------------------|--|---------------------------------|
| 841 mm           | A0 <input checked="" type="checkbox"/> | A1 <input type="checkbox"/>     |
| 594 mm           | A1 <input type="checkbox"/>            | A2 <input type="checkbox"/>     |
| 420 mm           | A2 <input type="checkbox"/>            | A3 <input type="checkbox"/>     |
| 297 mm           | A3 <input type="checkbox"/>            | A4 <input type="checkbox"/>     |
| 728 mm           | B1 JIS <input type="checkbox"/>        | B2 JIS <input type="checkbox"/> |
| 515 mm           | B2 JIS <input type="checkbox"/>        | B3 JIS <input type="checkbox"/> |
| 364 mm           | B3 JIS <input type="checkbox"/>        | B4 JIS <input type="checkbox"/> |
| 880 mm           | 1189 mm                                | 594 mm                          |
| 800 mm           | 1189 mm                                | 594 mm                          |
| 707 mm           | 1000 mm                                | 500 mm                          |
| 660 mm           | 841 mm                                 | 420 mm                          |
| 625 mm           | 880 mm                                 | 440 mm                          |

#### Region B (mainly North America)

- Engineering

| Paper roll width | Portrait | Landscape |
|------------------|----------|-----------|
| 34 inch          | 34 × 44□ | 22 × 34□  |
| 22 inch          | 22 × 34□ | 17 × 22□  |
| 17 inch          | 17 × 22□ | 11 × 17□  |
| 11 inch          | 11 × 17□ | 8½ × 11□  |

- Architecture

3

| Paper roll width | Portrait | Landscape |
|------------------|----------|-----------|
| 36 inch          | 36 × 48□ | 24 × 36□  |
| 24 inch          | 24 × 36□ | 18 × 24□  |
| 18 inch          | 18 × 24□ | 12 × 18□  |
| 12 inch          | 12 × 18□ | 9 × 12□   |

- Other

| Paper roll width | Portrait | Landscape |
|------------------|----------|-----------|
| 30 inch          | 30 × 42□ | 21 × 30□  |

## Variable Cut

Cuts the paper to the size entered.

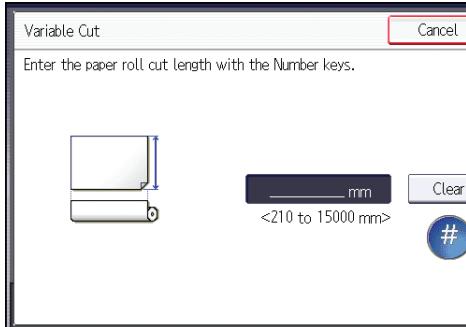
1. Press [Variable Cut].



3. Copy

---

2. Enter the length with the number keys, and then press [#].



3

3. Press [OK].  
4. Select Paper Input Location 1 or 2.  
5. Place the original, and start scanning.

# Copying from the Paper Bypass Location

Use the paper bypass location to copy onto paper sizes that cannot be loaded on the paper input locations.

For details about how to load paper in the paper bypass location, see p.119 "Loading Paper into the Paper Bypass Location".

If cables are hanging from the back of the machine or objects are near the back of the machine, paper may bump against them and cause a paper jam or wrinkle the paper. Check that there are no objects on the back of the machine before you start copying.

3

1. Open the front cover, and then pull up the paper holding lever.
  2. Insert the paper copy side up into the paper bypass location.
  3. Lower the paper holding lever, and then close the front cover.
  4. Specify the type of the paper as necessary.
  5. Make sure that the paper bypass location (≡) is selected, and then press the [#] key.
  6. Press [Paper Size].
  7. Specify the size of the paper, and then press [OK] twice.
  8. Enter the number of copies with the number keys.
  9. Place the original, and start scanning.
- Copying starts automatically.
10. When copying the originals onto two or more sheets of paper, repeat steps 1 to 4 for as many copies as you are making.
- In step 4, select [Matches].
11. When the copy job is finished, press the [Reset] key to clear the settings.

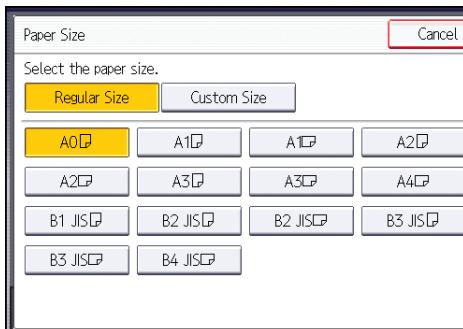
## Note

- You can change the paper type and thickness settings in [Input Paper Settings] in User Tools. For details, see "Input Paper Settings", Connecting the Machine/System Settings.

## Copying onto Regular Size Paper from the Paper Bypass Location

1. Open the front cover, and then pull up the paper holding lever.
2. Insert the paper copy side up into the paper bypass location.
3. Lower the paper holding lever, and then close the front cover.
4. Specify the type of the paper as necessary.
5. Make sure that the paper bypass location (≡) is selected, and then press the [#] key.
6. Press [Paper Size].

## 7. Select the paper size.



3

## 8. Press [OK] twice.

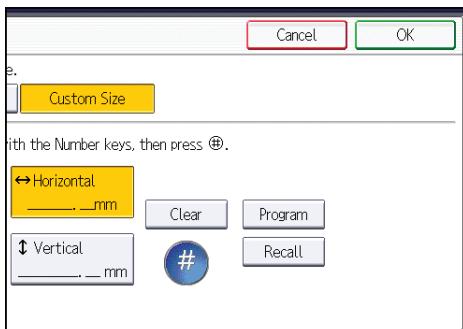
## 9. Place the original, and start scanning.

Copying starts automatically.

## Copying onto Custom Size Paper from the Paper Bypass Location

Paper that has a horizontal length of 279.4–914.4 mm (11.00–36.00 inches) and a vertical length of 210.0–2000.0 mm (8.27–78.74 inches) can be fed in from the paper bypass location.

1. Open the front cover, and then pull up the paper holding lever.
2. Insert the paper copy side up into the paper bypass location.
3. Lower the paper holding lever, and then close the front cover.
4. Specify the type of the paper as necessary.
5. Make sure that the paper bypass location (≡) is selected, and then press the [#] key.
6. Press [Paper Size].
7. Press [Custom Size].
8. Enter the horizontal size with the number keys, and then press [#].



9. Enter the vertical size with the number keys, and then press [#].

- 10. Press [OK] twice.**
- 11. Place the original, and start scanning.**

Copying starts automatically.

## Storing Data in the Document Server

The Document Server enables you to store documents being read with the copy feature on the hard disk of this machine. Thus you can print them later applying necessary conditions.

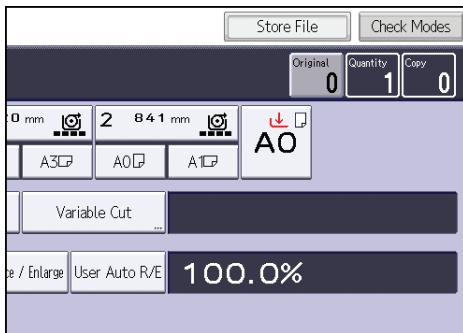
You can check the stored documents from the Document Server screen. For details about the Document Server, see p.97 "Storing Data".

### ★ Important

- You cannot use the paper bypass location with this function.

3

#### 1. Press [Store File].



#### 2. Enter a file name, user name, or password if necessary.

#### 3. Press [OK].

#### 4. Make the scanning settings for the original.

#### 5. Place the original, and start scanning.

The original feeds into the machine automatically, and copying starts. The scanned data is also stored in the memory. If you want to store another document, do so after copying is complete.

# 4. Print

This chapter describes frequently used printer functions and operations. For the information not included in this chapter, see Print  on the supplied CD-ROM.

## Installing the Printer Driver for a Network Connection

This section describes the installation procedure of the printer driver for network connection.

 **Important**

- Manage Printers permission is required to install the driver. Log on as an Administrators group member.

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### Installing the Printer Driver for the Selected Port

Describes the driver installation procedure for each printer port. See the installation procedure for the printer port you are using.

 **Important**

- To use the SmartDeviceMonitor for Client port, you must first download SmartDeviceMonitor for Client from the manufacturer's Web site and install it on your computer. Contact your local dealer for information on downloading SmartDeviceMonitor for Client. For details about SmartDeviceMonitor for Client, see "Software that You Can Download", Getting Started .

| Port Type                          | Reference   |
|------------------------------------|---|
| Standard TCP/IP port               | p.63 "Using the Standard TCP/IP port"               |
| IPP port                           | p.64 "Using the IPP port"                           |
| LPR port                           | p.65 "Using the LPR port"                           |
| SmartDeviceMonitor for Client port | p.66 "Using the SmartDeviceMonitor for Client port" |

### Using the Standard TCP/IP port

1. Quit all applications. (Do not close this manual.)
2. Insert the provided CD-ROM into the computer's CD-ROM drive.  
If the [AutoPlay] dialog box appears, click [Run AUTORUN.EXE].
3. Select an interface language, and then click [OK].

4. Click [PostScript 3 Printer Driver].
5. The software license agreement appears in the [License Agreement] dialog box. After reading the agreement, click [I accept the agreement.], and then click [Next].
6. Select the check box of the manufacturer and machine model you want to use.
7. Double-click the machine name to display the printer settings.
8. Click [Port :], and then click [Add] in the [Change settings for 'Port'] box.
9. Click [Standard TCP/IP Port], and then click [OK].  
If [Standard TCP/IP Port] does not appear, see Windows Help, and then configure the settings.
10. Click [Next].
11. Enter the machine name or IP address, and then click [Next].  
When the device type selection appears, select "RICOH Network Printer C model".
12. Click [Finish].
13. Check that the port of the selected printer is displayed in [Port :].
14. Configure the user code, default printer, and shared printer as necessary.
15. Click [Continue].  
The installation starts.
16. Click [Finish].  
Select one of the options to restart the computer either now or later, and then click [Finish].

## Using the IPP port

### ★ Important

- To print via IPP-SSL, use the SmartDeviceMonitor for Client port.
- Installation of the certificate is especially necessary for users who want to print via IPP-SSL from Windows Vista/7 or Windows Server 2008/2008 R2. For details, consult your administrator.
- If a certificate authority issues a certificate that must be authenticated by an intermediate certificate authority, and the certificate is installed on this machine, an intermediate certificate must be installed on the client computer. Otherwise, validation by the certificate authority will not be performed correctly.
- If validation cannot be performed properly, a warning message informing you that installation is not possible might appear when you try to add a printer using IPP-SSL under Windows Vista/7 or Windows Server 2008/2008 R2. To enable authentication from the client computer, install the intermediate certificate on the client computer, and then reestablish connection.
- Intermediate certificates cannot be installed on this machine.

1. Quit all applications. (Do not close this manual.)

2. On the [Start] menu, click [Devices and Printers].
3. Click [Add a printer].
4. Click [Add a network, wireless or Bluetooth printer].
5. Click [The printer that I want isn't listed].
6. In the [Select a shared printer by name] box, enter "http://(machine's IP address or host name)/printer (or ipp)" as the printer's address, and then click [Next].
7. Click [Have Disk...].
8. Insert the provided CD-ROM into the computer's CD-ROM drive.  
If the [AutoPlay] dialog box appears, click [Close].
9. Click [Browse...], and then specify a location for the INF file.  
If the CD-ROM drive is D, the source files of the printer driver are stored in the following locations:  
32-bit driver D:\X86\DRIVERS\PS\XP\_VISTA\MUI\DISK1  
64-bit driver D:\X64\DRIVERS\PS\X64\MUI\DISK1
10. Click [Open].
11. Click [OK] to close the [Install From Disk] window.
12. Select the manufacturer and model name of the machine you want to use, and then click [Next].  
The installation starts.
13. Follow the instructions that appear. Modify settings such as printer name and default printer configuration, as necessary. You can also print a test page.
14. Click [Finish].  
If a check box for setting the machine as a default printer appears, configure as necessary.

## Using the LPR port

1. Quit all applications. (Do not close this manual.)
2. Insert the provided CD-ROM into the computer's CD-ROM drive.  
If the [AutoPlay] dialog box appears, click [Run AUTORUN.EXE].
3. Select an interface language, and then click [OK].
4. Click [PostScript 3 Printer Driver].
5. The software license agreement appears in the [License Agreement] dialog box. After reading the agreement, click [I accept the agreement.], and then click [Next].
6. Select the check box of the machine model you want to use.
7. Double-click the machine name to display the printer settings.
8. Click [Port :], and then click [Add] in the [Change settings for 'Port'] box.

**9. Click [LPR Port], and then click [OK].**

If [LPR Port] does not appear, see Windows Help and install it.

**10. Enter the machine name or IP address in the [Name or address of server providing lpd:] box.****11. Enter "lp" in the [Name of printer or print queue on that server:] box, and then click [OK].****12. Check that the port of the selected printer is displayed in [Port :].****13. Configure the user code, default printer, and shared printer as necessary.****14. Click [Continue].**

The installation starts.

**15. Click [Finish].**

Select one of the options to restart the computer either now or later, and then click [Finish].

## Using the SmartDeviceMonitor for Client port

To use this function, you must first download SmartDeviceMonitor for Client from the manufacturer's Web site and install it on your computer. Contact your local dealer for information on downloading SmartDeviceMonitor for Client.

**1. Quit all applications. (Do not close this manual.)****2. Insert the provided CD-ROM into the computer's CD-ROM drive.**

If the [AutoPlay] dialog box appears, click [Run AUTORUN.EXE].

**3. Select an interface language, and then click [OK].****4. Click [PostScript 3 Printer Driver].****5. The software license agreement appears in the [License Agreement] dialog box. After reading the agreement, click [I accept the agreement.], and then click [Next].****6. Select the check box of the machine model you want to use.****7. Double-click the machine name to display the printer settings.****8. Click [Port :], and then click [Add] in the [Change settings for 'Port'] box.****9. Click [SmartDeviceMonitor], and then click [OK].****10. To configure port settings using TCP/IP, click [TCP/IP], and then click [Search].**

To configure port settings using IPP, proceed to step 13.

**11. Select the machine you want to use, and then click [OK].**

Only machines that respond to a broadcast from the computer appear. To use a machine not listed here, click [Specify Address], and then enter the IP address or host name of the machine.

Proceed to step 18.

**12. To configure port settings using IPP, click [IPP].**

- 13. In the [Printer URL] box, enter "http:// machine's IP address/printer" as the machine's address.**

If the server authentication is issued, enter "https:// machine's IP address/printer" to enable SSL (a protocol for encrypted communication). Example IP address: 192.168.15.16

http://192.168.15.16/printer

https://192.168.15.16/printer

You can enter "http:// machine's IP address/ipp" as the machine's address.

- 14. Enter a name for identifying the machine in the [IPP Port Name] box. Use a name different from the one of any existing ports.**

If a name is not specified here, the address entered in the [Printer URL] box becomes the IPP port name.

- 15. Click [Detailed Settings] Settings to make necessary settings.**

For details about the settings, see SmartDeviceMonitor for Client Help.

- 16. Click [OK].**

- 17. Check that the port of the selected printer is displayed in [Port :].**

- 18. Configure the user code, default printer, and shared printer as necessary.**

- 19. Click [Continue].**

The installation starts.

- 20. Click [Finish].**

Select one of the options to restart the computer either now or later, and then click [Finish].

## Changing the port settings for SmartDeviceMonitor for Client

Follow the procedure below to change the SmartDeviceMonitor for Client settings, such as TCP/IP protocol.

### Windows XP, Windows Server 2003/2003 R2

1. On the [Start] menu, click [Printers and Faxes].
2. Click the icon of the machine you want to use. On the [File] menu, click [Properties].
3. Click the [Ports] tab, and then click [Configure Port].

The [Port Configuration:] window appears.

### Windows Vista, Windows Server 2008:

1. On the [Start] menu, click [Control Panel].
2. Click [Printer].
3. Right-click the icon of the machine you want to use, and then click [Properties].

**4. Click the [Ports] tab, and then click [Configure Port].**

The [Port Configuration:] window appears.

**Windows 7, Windows Server 2008 R2:**

- 1. On the [Start] menu, click [Devices and Printers].**
- 2. Right-click the icon of the machine you want to use, and then click [Printer Properties].**
- 3. Click the [Ports] tab, and then click [Configure Port].**

The [Port Configuration:] window appears.

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## Using Windows Print Server as a Network Printer

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4

Describes the driver installation procedure for Windows print server.

- 1. Quit all applications. (Do not close this manual.)**
- 2. Insert the provided CD-ROM into the computer's CD-ROM drive.**  
If the [AutoPlay] dialog box appears, click [Run AUTORUN.EXE].
- 3. Select an interface language, and then click [OK].**
- 4. Click [PostScript 3 Printer Driver].**
- 5. The software license agreement appears in the [License Agreement] dialog box. After reading the agreement, click [I accept the agreement.], and then click [Next].**
- 6. Select the check box of the machine model you want to use.**
- 7. Double-click the machine name to display the machine settings.**
- 8. Click [Port :], and then click [Add] in the [Change settings for 'Port'] box.**
- 9. Click [Network Printer], and then click [OK].**
- 10. Double-click the computer name you want to use as a print server in the [Browse for Printer] window.**
- 11. Select the machine you want to use, and then click [OK].**
- 12. Check that the port of the selected printer is displayed in [Port :].**
- 13. Configure the user code, default printer, and shared printer as necessary.**
- 14. Click [Continue].**

The installation starts.

- 15. Click [Finish].**

Select one of the options to restart the computer either now or later, and then click [Finish].

# Installing the Printer Driver for USB Connection

This section explains how to install the printer driver using USB. See the installation procedure for the operating system you are using. Before installing, check that only the operating system is running on the computer and no print jobs are in progress.

## Important

- Manage Printers permission is required to install the driver. Log on as an Administrators group member.

## Windows XP, Windows Server 2003/2003 R2

4

1. Quit all applications. (Do not close this manual.)
2. Check that the power of the machine is off.
3. Connect the machine and computer using the USB cable.  
Connect the USB cable firmly.
4. Turn on the power of the machine.  
Found New Hardware Wizard starts, and USB Printing Support is installed automatically.
5. Select [No, not this time], and then click [Next].
6. Click [Install from a list or specific location [Advanced]], and then click [Next].
7. Insert the provided CD-ROM into the computer's CD-ROM drive.  
If Auto Run starts, click [Cancel] and then [Exit].
8. Select the [Search removable media (floppy, CD-ROM...)] check box under [Search for the best driver in these locations.], and then click [Next].
9. Select the name of the machine whose driver you want to install.  
Check the location where the source files of the printer driver is stored.  
If the CD-ROM drive is D, the source files are stored in the following locations:  
32-bit driver D:\X86\DRIVERS\PS\XP\_VISTA\MUI\DISK1  
64-bit driver D:\X64\DRIVERS\PS\X64\MUI\DISK1
10. Click [Next].  
The installation starts.
11. Click [Finish].  
If the printer driver has already been installed and plug and play is enabled, the icon of the printer connected to the "USB001" port is added to the [Printers], [Printers and Faxes], or [Devices and Printers] window.  
The number after "USB" varies depending on the number of printers connected.

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## Windows Vista, Windows Server 2008

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- 1. Quit all applications. (Do not close this manual.)**
- 2. Check that the power of the machine is off.**
- 3. Connect the machine and computer using a USB cable.**

Connect the USB cable firmly.

- 4. Turn on the power of the machine.**

Found New Hardware Wizard starts, and USB Printing Support is installed automatically.

- 5. In the [Found New Hardware] window, click [Locate and install driver software (recommended)].**
- 6. Insert the provided CD-ROM into the computer's CD-ROM drive.**

If the [AutoPlay] dialog box appears, click [Close].

- 7. Select the name of the machine whose driver you want to install.**

Check the location where the source files of the printer driver is stored.

If the CD-ROM drive is D, the source files are stored in the following locations:

32-bit driver D:\X86\DRIVERS\PS\XP\_VISTA\MUI\DISK1

64-bit driver D:\X64\DRIVERS\PS\X64\MUI\DISK1

- 8. Click [Next].**

The installation starts.

- 9. Click [Close].**

If the printer driver has already been installed and plug and play is enabled, the icon of the printer connected to the "USB001" port is added to the [Printers], [Printers and Faxes], or [Devices and Printers] window.

The number after "USB" varies depending on the number of printers connected.

---

## Windows 7, Windows Server 2008 R2

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- 1. Quit all applications. (Do not close this manual.)**
- 2. Check that the power of the machine is off.**
- 3. Connect the machine and computer using a USB cable.**

Connect the USB cable firmly.

- 4. Turn on the power of the machine.**

Found New Hardware Wizard starts, and USB Printing Support is installed automatically.

- 5. Click [Devices and Printers] from the [Start] menu.**

6. Double-Click the icon of machine you want to use in the [Unspecified] category.

7. Click the [Hardware] tab.

8. Click [Properties].

9. Click the [General] tab.

10. Click [Change settings].

11. Click [Driver] tab.

12. Click [Update Driver...].

13. Click [Browse my computer for driver software].

14. Insert the provided CD-ROM into the computer's CD-ROM drive.

If the [AutoPlay] dialog box appears, click [Close].

15. Click [Browse], and then select the printer driver location.

If the CD-ROM drive is D, the source files of the printer driver are stored in the following locations:

32-bit driver D:\X86\DRIVERS\PS\XP\_VISTA\MUI\DISK1

64-bit driver D:\X64\DRIVERS\PS\X64\MUI\DISK1

16. Click [Next].

The installation starts.

17. Click [Close].

If the printer driver has already been installed and plug and play is enabled, the icon of the printer connected to the "USB001" port is added to the [Printers], [Printers and Faxes], or [Devices and Printers] window.

The number after "USB" varies depending on the number of printers connected.

## Displaying the Printer Driver Properties

This section explains how to open the printer driver properties from [Devices and Printers].

### ★ Important

- Manage Printers permission is required to change the printer settings. Log on as an Administrators group member.
- You cannot change the machine default settings for individual users. Settings made in the printer properties dialog box are applied to all users.

1. On the [Start] menu, click [Devices and Printers].
2. Right-click the icon of the printer you want to use.
3. Click [Printer properties].

# Standard Printing

This section explains how to print documents from the printer driver using WordPad in Windows 7 as an example. The screens displayed may differ depending on the application.

## Important

- If you send a print job via USB 2.0 while the machine is in Low Power mode or Sleep mode, an error message might appear when the print job is complete. In this case, check if the document was printed.

1. Click the WordPad menu button in the upper left corner of the window, and then click [Print].
2. In the [Select Printer] list, select the printer you want to use.
3. Click [Preferences].
4. In the "Job Type:" list, select [Normal Print].
5. In the "Document Size:" list, select the size of the original to be printed.
6. In the "Orientation:" list, select [Portrait] or [Landscape] as the orientation of the original.
7. In the "Paper Input Location:" list, select the paper input location that contains the paper you want to print onto.  
If you select [Auto Select Paper Input] in the "Paper Input Location:" list, the paper input location is automatically selected according to the paper size and type specified.
8. In the "Paper Type:" list, select the type of paper that is loaded in the paper input location.
9. Select [Color] or [Black and White] in the "Color/ Black and White:" list.
10. If you want to print multiple copies, specify a number of sets in the "Copies:" box.
11. Click the [Detailed Settings] tab.
12. In the "Menu:" box, click the [Print Quality] icon.
13. In the "Select Print Quality:" list, select [Speed Priority], [Standard], or [Quality Priority].
14. Click [OK].
15. Start printing from the application's [Print] dialog box.

# Locked Print

## Sending a Locked Print File

1. Click the WordPad menu button in the upper left corner of the window, and then click [Print].
2. In the "Select Printer" list, select the printer you want to use.
3. Click [Preferences].
4. In the "Job Type:" list, click [Locked Print].
5. Click [Details...].
6. Enter a User ID in the "User ID:" box, and then enter a password in the "Password:" box.
7. Click [OK].
8. Click the [Detailed Settings] tab.
9. In the "Menu:" box, click the [Print Quality] icon.
10. In the "Select Print Quality:" list, select [Speed Priority], [Standard], or [Quality Priority].
11. Change any other print settings if necessary.
12. Click [OK].
13. Start printing from the application's [Print] dialog box.

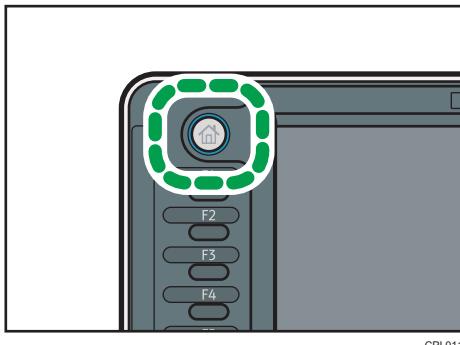
4

## Printing a Locked Print File Using the Control Panel

### Important

- When printing is completed, the stored file will be deleted.

1. Press the [Home] key on the top left of the control panel, and press the [Printer] icon on the [Home] screen.



2. Press the [Print Jobs] tab.
3. Press [Locked Print Job].
4. Select the files you want to print.

You can select all the Locked Print files at once by pressing [Select All Jobs] after selecting a file.

5. Press [Print].
6. Enter the password using the number keys, and then press [OK].
7. Enter the number of copies using the number keys if necessary, and then press [Print].

# Hold Print

## Sending a Hold Print File

---

1. Click the WordPad menu button in the upper left corner of the window, and then click [Print].
2. In the "Select Printer" list, select the printer you want to use.
3. Click [Preferences].
4. In the "Job Type:" list, click [Hold Print].
5. Click [Details...].
6. Enter a User ID in the "User ID:" box.

You can optionally set a file name of a Hold Print file.

7. To specify the print time of the document, select the [Set Print Time] check box, and then specify the time.

You can specify the time in 24-hour format.

8. Click [OK].
9. Click the [Detailed Settings] tab.
10. In the "Menu:" box, click the [Print Quality] icon.
11. In the "Select Print Quality:" list, select [Speed Priority], [Standard], or [Quality Priority].
12. Change any other print settings if necessary.
13. Click [OK].
14. Start printing from the application's [Print] dialog box.

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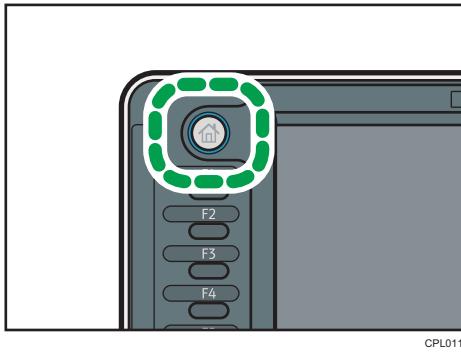
## Printing a Hold Print File Using the Control Panel

---

 **Important**

- When printing is completed, the stored file will be deleted.

1. Press the [Home] key on the top left of the control panel, and press the [Printer] icon on the [Home] screen.



2. Press the [Print Jobs] tab.
3. Press [Hold Print Job].
4. Select the files you want to print.

You can select all the Hold Print files at once by pressing [Select All Jobs] after selecting a file.

5. Press [Print].
6. Enter the number of copies using the number keys if necessary, and then press [Print].

4

# Stored Print

## Sending a Stored Print File

---

1. Click the WordPad menu button in the upper left corner of the window, and then click [Print].
2. In the "Select Printer" list, select the printer you want to use.
3. Click [Preferences].
4. In the "Job Type:" list, select the print method to be used for Stored Print files.

4

You can select two methods of Stored Print:

- Stored Print  
Stores the file in the machine and prints it later using the control panel.
- Store and Print  
Prints the file at once and also stores the file in the machine.

5. Click [Details...].
6. Enter a User ID in the "User ID:" box.

You can optionally set a file name and a password of a Stored Print file.

7. Click [OK].
8. Click the [Detailed Settings] tab.
9. In the "Menu:" box, click the [Print Quality] icon.
10. In the "Select Print Quality:" list, select [Speed Priority], [Standard], or [Quality Priority].
11. Change any other print settings if necessary.
12. Click [OK].
13. Start printing from the application's [Print] dialog box.

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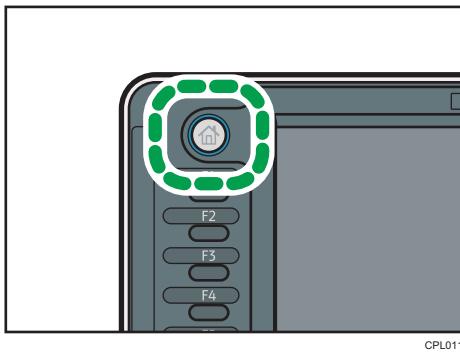
## Printing a Stored Print File Using the Control Panel

---

 **Important**

- The stored documents are not deleted even after the printing has been completed. For the procedure to delete the documents, "Deleting Stored Print files", Print .

1. Press the [Home] key on the top left of the control panel, and press the [Printer] icon on the [Home] screen.



2. Press the [Print Jobs] tab.
3. Press [Stored Print Job].
4. Select the files you want to print.

You can select all the Stored Print files at once by pressing [Select All Jobs] after selecting a file.

5. Press [Print].

If you set the password in the printer driver, enter the password.

If multiple print files are selected, and some of these require a password, the machine prints files that correspond to the entered password and files that do not require a password. The number of files to be printed is displayed on the confirmation screen.

6. Enter the number of copies using the number keys if necessary, and then press [Print].



# 5. Scan

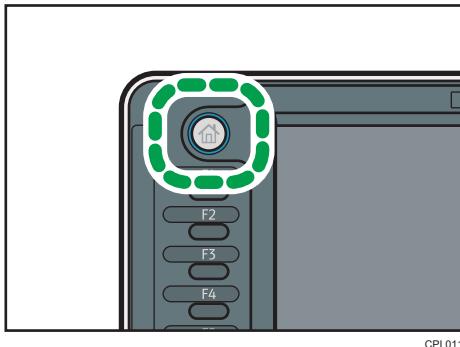
This chapter describes frequently used scanner functions and operations. For the information not included in this chapter, see Scan  on the supplied CD-ROM.

## Basic Procedure When Using Scan to Folder

### Important

- Before performing this procedure, refer to "Preparation for Sending by Scan to Folder", Scan  and confirm the details of the destination computer. Also refer to "Registering Folders", Connecting the Machine/ System Settings , and register the address of the destination computer to the address book.

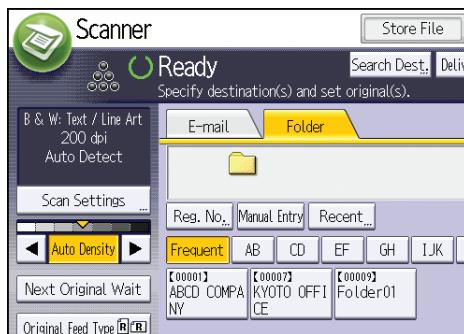
1. Press the [Home] key on the top left of the control panel, and press the [Scanner] icon on the [Home] screen.



2. Make sure that no previous settings remain.

If a previous setting remains, press the [Reset] key.

3. Press the [Folder] tab.



#### 4. If necessary, specify the scan settings according to the original.



Example: Scanning the document in color mode, and saving as a PDF file.

- Press [Scan Settings], and then press [Full Colour: Text / Photo] in the [Original Type] tab.
- Press [PDF] under [Send File Type / Name].

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#### 5. If necessary, press [Next Original Wait].

#### 6. Specify the destination.

You can specify multiple destinations.

#### 7. Place originals.

If scanning does not start automatically, press the [Start] key.

## Creating a Shared Folder on a Computer Running Windows/Confirming a Computer's Information

The following procedures explain how to create a shared folder on a computer running Windows, and how to confirm the computer's information. In these examples, Windows 7 Ultimate is the operating system, and the computer is a member in a network domain. Write down the confirmed information.

### Step 1: Confirming the user name and computer name

Confirm the user name and the name of the computer you will send scanned documents to.

1. On the [Start] menu, point to [All Programs], then [Accessories], and then click on [Command Prompt].
2. Enter the command "ipconfig/all", and then press the [Enter] key.
3. Confirm the name of the computer.

The computer's name is displayed under [Host Name].

You can also confirm the IPv4 address. The address displayed under [IP Address] is the IPv4 address of the computer.

4. Next, enter the command "set user", and then press the [Enter] key. (Be sure to put a space between "set" and "user".)

5. Confirm the user name.

The user name is displayed under [USERNAME].

## Step 2: Creating a shared folder on a computer running Microsoft Windows

Create a shared destination folder in Windows and enable sharing. In the following procedure, a computer which is running under Windows 7 Ultimate and participating in a domain is used as an example.

 **Important**

- You must log in as an Administrators group member to create a shared folder.
- If "Everyone" is left selected in step 6, the created shared folder will be accessible by all users. This is a security risk, so we recommend that you give access rights only to specific users. Use the following procedure to remove "Everyone" and specify user access rights.

1. Create a folder, just as you would create a normal folder, in a location of your choice on the computer.

2. Right-click the folder, and then click [Properties].

When using Windows XP, right-click the folder, and then click [Sharing and Security].

3. On the [Sharing] tab, select [Advanced Sharing...].

When using Windows XP, on the [Sharing] tab, select [Share this folder].

Proceed to step 5.

4. Select the [Share this folder] check box.

5. Click [Permissions].

6. In the [Group or user names:] list, select "Everyone", and then click [Remove].

7. Click [Add...].

8. In the [Select Users or Groups] window, click [Advanced...].

9. Specify one or more object types, select a location, and then click [Find Now].

10. From the list of results, select the groups and users you want to grant access to, and then click [OK].

11. In the [Select Users or Groups] window, click [OK].

12. In the [Groups or user names:] list, select a group or user, and then, in the [Allow] column of the permissions list, select either the [Full Control] or [Change] check box.

Configure the access permissions for each group and user.

13. Click [OK].

### Step 3: Specifying access privileges for the created shared folder

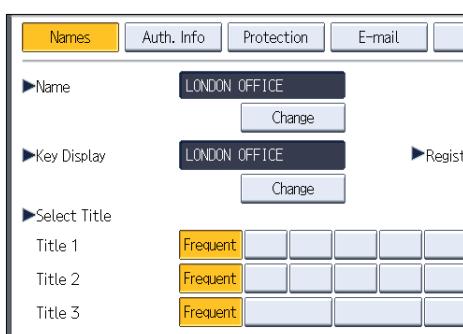
If you want to specify access privileges for the created folder to allow other users or groups to access the folder, configure the folder as follows:

1. Right-click the folder created in step 2, and then click [Properties].
2. On the [Security] tab, select [Edit...].
3. Click [Add...].
4. In the [Select Users or Groups] window, click [Advanced...].
5. Specify one or more object types, select a location, and then click [Find Now].
6. From the list of results, select the groups and users you want to grant access to, and then click [OK].
7. In the [Select Users or Groups] window, click [OK].
8. In the [Groups or user names:] list, select a group or user, and then, in the [Allow] column of the permissions list, select either the [Full Control] or [Change] check box.
9. Press [OK] twice.

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### Registering an SMB Folder

1. Press the [User Tools/Counter] key.
2. Press [Address Book Mangmnt].
3. Check that [Program / Change] is selected.
4. Press [New Program].
5. Press [Change] under "Name".  
The name entry display appears.
6. Enter the name, and then press [OK].
7. Press the key for the classification you want to use under "Select Title".

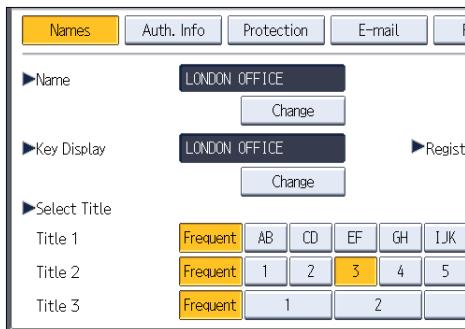


The keys you can select are as follows:

- [Frequent]: Added to the page that is displayed first.
- [AB], [CD], [EF], [GH], [IJK], [LMN], [OPQ], [RST], [UVW], [XYZ], [1] to [10]: Added to the list of items in the selected title.

You can select [Frequent] and one more key for each title.

#### 8. Press [Auth. Info], and then press [▼Next].



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#### 9. Press [Specify Other Auth. Info] on the right side of "Folder Authentication".

When [Do not Specify] is selected, the SMB User Name and SMB Password that you have specified in "Default User Name / Password (Send)" of File Transfer settings are applied.

#### 10. Press [Change] under "Login User Name".

#### 11. Enter the login user name of the destination computer, and then press [OK].

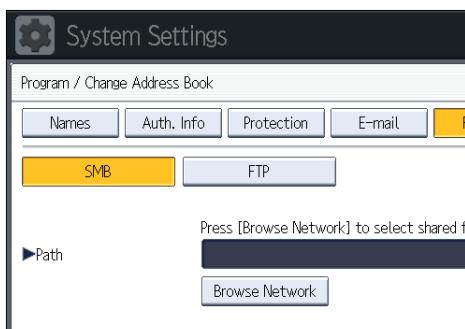
#### 12. Press [Change] under "Login Password".

#### 13. Enter the password of the destination computer, and then press [OK].

#### 14. Enter the password again to confirm, and then press [OK].

#### 15. Press [Folder].

#### 16. Check that [SMB] is selected.



#### 17. Press [Change] or [Browse Network], and then specify the folder.

To specify a folder, you can either enter the path manually or locate the folder by browsing the network.

#### 18. Press [Connection Test] to check the path is set correctly.

**19. Press [Exit].**

If the connection test fails, check the settings, and then try again.

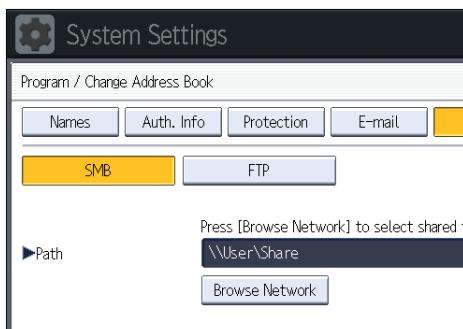
**20. Press [OK].****21. Press [Exit].****22. Press the [User Tools/Counter] key.**

## Locating the SMB folder manually

**1. Press [Change] under "Path".****2. Enter the path where the folder is located.**

For example: if the name of the destination computer is "User", and the folder name is "Share", the path will be \\User\Share.

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If the network does not allow automatic obtaining of IP addresses, include the destination computer's IP address in the path. For example: if the IP address of the destination computer is "192.168.0.191", and the folder name is "Share", the path will be \\192.168.0.191\Share.

**3. Press [OK].**

If the format of the entered path is not correct, a message appears. Press [Exit], and then enter the path again.

## Locating the SMB folder using Browse Network

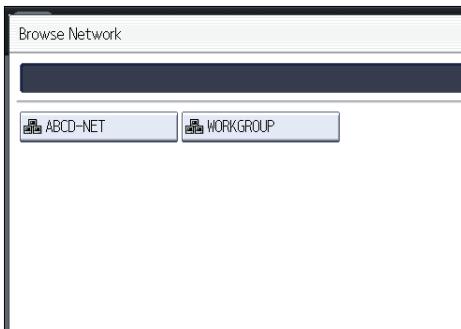
**1. Press [Browse Network].**

The client computers sharing the same network as the machine appear.

Network display only lists client computers you are authorized to access.

**2. Select the group that contains the destination computer.****3. Select the computer name of the destination computer.**

Shared folders under it appear.



You can press [Up One Level] to switch between levels.

4. Select the folder you want to register.
5. Press [OK].

## Deleting an SMB Registered Folder

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1. Press the [User Tools/Counter] key.
2. Press [Address Book Mangmnt].
3. Check that [Program / Change] is selected.
4. Select the name whose folder you want to delete.

Press the name key, or enter the registered number using the number keys.

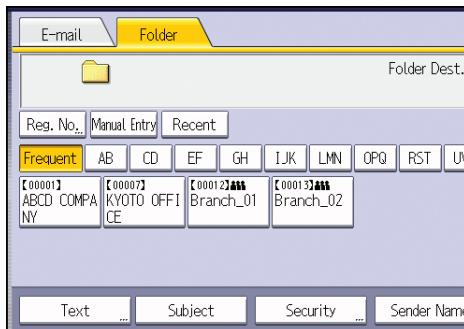
You can search by the registered name, user code, folder name, or e-mail address.

5. Press [Folder].
6. Press the protocol which is not currently selected.
- A confirmation message appears.
7. Press [Yes].
8. Press [OK].
9. Press [Exit].

10. Press the [User Tools/Counter] key.

## Entering the Path to the Destination Manually

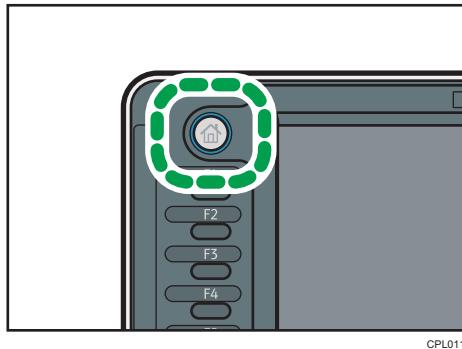
1. Press [Manual Entry].



2. Press [SMB].
3. Press [Manual Entry] on the right side of the path field.
4. Enter the path for the folder.  
In the following example path, the shared folder name is "user" and the computer name is "desk01":  
\\desk01\user
5. Press [OK].
6. Depending on the destination setting, enter the user name for logging in to the computer.  
Press [Manual Entry] to the right of the user name field to display the soft keyboard.
7. Depending on the destination setting, enter the password for logging in to the computer.  
Press [Manual Entry] for the password to display the soft keyboard.
8. Press [Connection Test].  
A connection test is performed to check whether the specified shared folder exists.
9. Check the connection test result, and then press [Exit].
10. Press [OK].

# Basic Procedure for Sending Scan Files by E-mail

1. Press the [Home] key on the top left of the control panel, and press the [Scanner] icon on the [Home] screen.

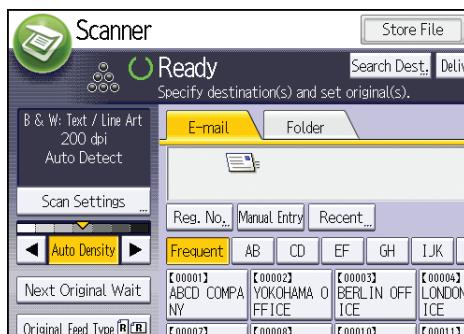


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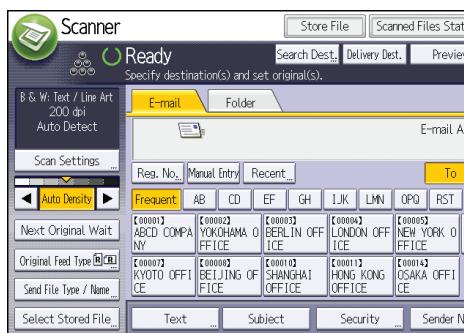
2. Make sure that no previous settings remain.

If a previous setting remains, press the [Reset] key.

3. Press the [E-mail] tab.



4. If necessary, specify the scan settings according to the original.



Example: Scanning the document in color mode, and saving as a PDF file.

- Press [Scan Settings], and then press [Full Colour: Text / Photo] in the [Original Type] tab.
- Press [PDF] under [Send File Type / Name].

**5. If necessary, press [Next Original Wait].**

**6. Specify the destination.**

You can specify multiple destinations.

**7. To specify the e-mail sender, press [Sender Name].**

**8. To use Message Disposition Notification, press [Recept. Notice].**

If you select [Recept. Notice], the selected e-mail sender will receive e-mail notification when the e-mail recipient has opened the e-mail.

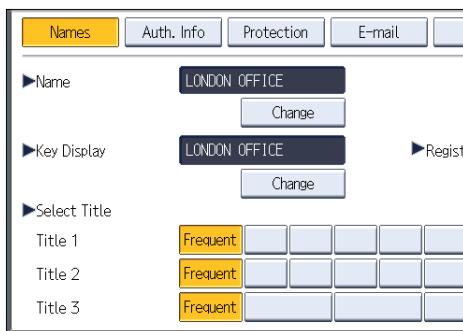
**9. Place originals.**

If scanning does not start automatically, press the [Start] key.

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## Registering an E-mail Destination

1. Press the [User Tools/Counter] key.
2. Press [Address Book Mangmnt].
3. Check that [Program / Change] is selected.
4. Press [New Program].
5. Press [Change] under "Name".  
The name entry display appears.
6. Enter the name, and then press [OK].
7. Press the key for the classification you want to use under "Select Title".



The keys you can select are as follows:

- [Frequent]: Added to the page that is displayed first.
- [AB], [CD], [EF], [GH], [IJK], [LMN], [OPQ], [RST], [UVW], [XYZ], [1] to [10]: Added to the list of items in the selected title.

You can select [Frequent] and one more key for each title.

- 8. Press [E-mail].**
- 9. Press [Change] under "E-mail Address".**



- 10. Enter the e-mail address.**



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- 11. Press [OK].**
- 12. Press [OK].**
- 13. Press [Exit].**
- 14. Press the [User Tools/Counter] key.**

## Deleting an E-mail Destination

- 1. Press the [User Tools/Counter] key.**
- 2. Press [Address Book Mangmnt].**
- 3. Check that [Program / Change] is selected.**
- 4. Select the name whose e-mail address you want to delete.**

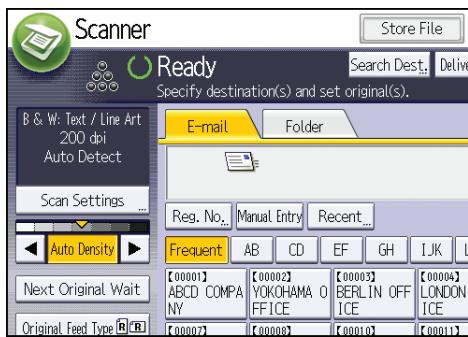
Press the name key, or enter the registered number using the number keys. You can search by the registered name, user code, folder name, or e-mail address.

- 5. Press [E-mail].**
- 6. Press [Change] under "E-mail Address".**

7. Press [Delete All], and then press [OK].
  8. Press [OK].
  9. Press [Exit].
  10. Press the [User Tools/Counter] key.

## Entering an E-mail Address Manually

- #### **1. Press [Manual Entry].**



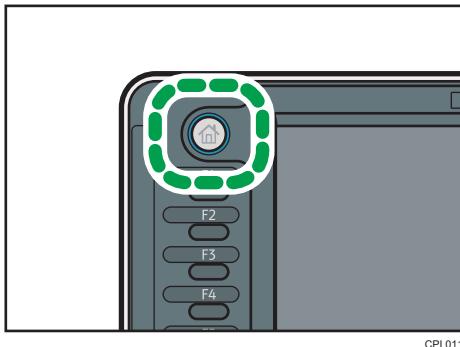
2. Enter the e-mail address.
  3. Press [OK].

# Basic Procedure for Storing Scan Files

## Important

- You can specify a password for each stored file. Files that are not password-protected can be accessed by other users on the same local area network using DeskTopBinder. We recommend that you protect stored files from unauthorized access by specifying passwords.
- Scan file stored in the machine may be lost if some kind of failure occurs. We advise against using the hard disk to store important files. The supplier shall not be responsible for any damage that may result from the loss of files. For long-term storage of files, we recommend the use of DeskTopBinder. For details, contact your local dealer, or see the documentation for DeskTopBinder.

1. Press the [Home] key on the top left of the control panel, and press the [Scanner] icon on the [Home] screen.

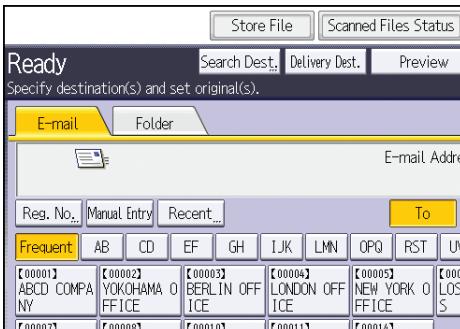


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2. Make sure that no previous settings remain.

If a previous setting remains, press the [Reset] key.

3. Press [Store File].



4. Press [Store to HDD].

5. If necessary, specify file information, such as [User Name], [File Name], and [Password].

- User Name

Press [User Name], and then select a user name. To specify an unregistered user name, press [Manual Entry], and then enter the name. After specifying a user name, press [OK].

- **File Name**

Press [File Name], enter a file name, and then press [OK].

- **Password**

Press [Password], enter a password, and then press [OK]. Re-enter the password for confirmation, and then press [OK].

**6. Press [OK].**

**7. If necessary, press [Scan Settings] to specify scanner settings such as resolution and scan size.**

**8. If necessary, press [Next Original Wait].**

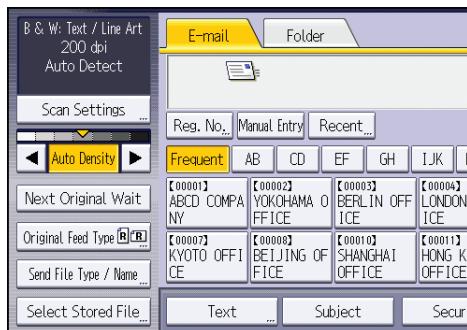
**9. Place originals.**

If scanning does not start automatically, press the [Start] key.

## Checking a Stored File Selected from the List

This section explains how to preview a file selected from the list of stored files.

**1. Press [Select Stored File].**



**2. From the list of stored files, select the file you want to check.**

You can select more than one file.

**3. Press [Preview].**

# Specifying the File Type

This section explains the procedure for specifying the file type of a file you want to send.

File types can be specified when sending files by e-mail or Scan to Folder, sending stored files by e-mail or Scan to Folder, and saving files on a removable memory device.

You can select one of the following file types:

- Single Page: [TIFF / JPEG], [PDF], [PDF (JPEG 2000)] ,[PDF/A]

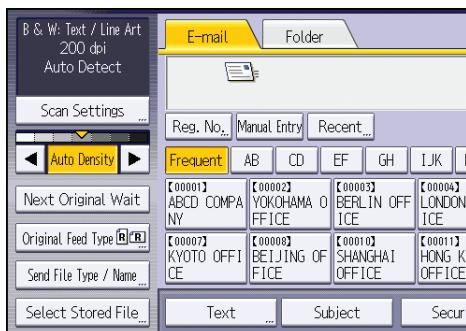
If you select a single-page file type when scanning multiple originals, one file is created for each single page and the number of files sent is the same as the number of pages scanned.

- Multi-page: [TIFF], [PDF], [PDF (JPEG 2000)] ,[PDF/A]

If you select a multi-page file type when scan multiple originals, scanned pages are combined and sent as a single file.

Selectable file types differ depending on the scan settings and other conditions. For details about file types, see "Notes About and Limitations of File Types", Scan .

## 1. Press [Send File Type / Name].



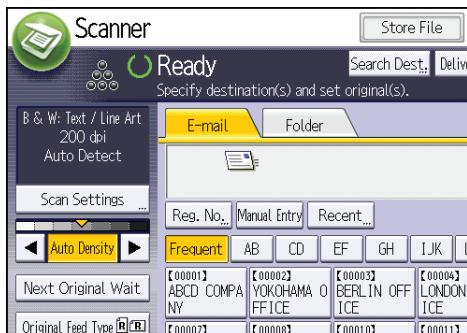
## 2. Select a file type.



## 3. Press [OK].

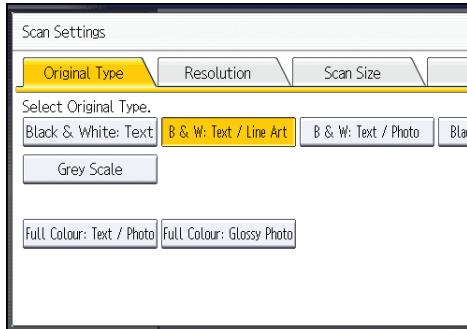
# Specifying Scan Settings

## 1. Press [Scan Settings].



## 2. Specify resolution, scan size, and other settings, as required.

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## 3. Press [OK].

# 6. Document Server

This chapter describes frequently used Document Server functions and operations. For the information not included in this chapter, see Copy/ Document Server<sup>①</sup> on the supplied CD-ROM.

## Storing Data

This section describes the procedure for storing documents on the Document Server.

### Important

- A document accessed with a correct password remains selected even after operations are complete, and it can be accessed by other users. After the operation, be sure to press the [Reset] key to cancel the document selection.
- The user name registered to a stored document in the Document Server is to identify the document creator and type. It is not to protect confidential documents from others.
- When scanning by the scanner, make sure that all other operations are ended.

### File Name

A file name such as "COPY0001" and "COPY0002" is automatically attached to the scanned document. You can change the file name.

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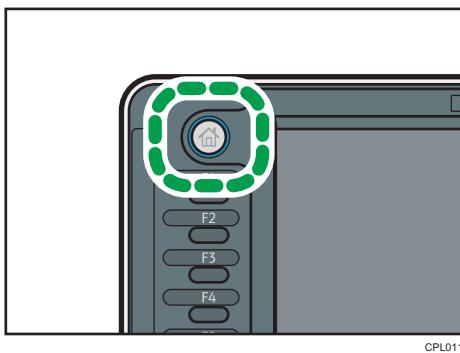
### User Name

You can register a user name to identify the user or user group that stored the documents. To assign it, select the user name registered in the Address Book, or enter the name directly. Depending on the security setting, [Access Privileges] may appear instead of [User Name]. For details about the Address Book, see "Registering Addresses and Users for Scanner Functions", Connecting the Machine/ System Settings<sup>②</sup>.

### Password

To prevent unauthorized printing, you can specify a password for any stored document. A protected document can only be accessed if its password is entered. If a password is specified for the documents, the key icon appears on the left side of the file name.

1. Press the [Home] key on the top left of the control panel, and press the [Document Server] icon on the [Home] screen.



2. Press [To Scanning Screen].
3. Press [User Name].
4. Specify a user name, and then press [OK].

The user names shown are names that were registered in the Address Book. To specify a name not shown in the screen, press [Manual Entry], and then enter a user name.

5. Press [File Name].
6. Enter a file name, and then press [OK].
7. Press [Password].
8. Enter a password with the number keys, and then press [OK].

You can use four to eight digits for the password.

9. For double-check, enter the password again, and then press [OK].
10. Specify the original scanning conditions.
11. Place the original.

The original feeds into the machine automatically.

If [Press Start Key] is selected for [Feed Start Method], scanning starts when you press the [Start] key.

The original is scanned.

12. Press [Finish Scanning] after all documents are scanned.

The document is saved in the Document Server.

# Printing Stored Documents

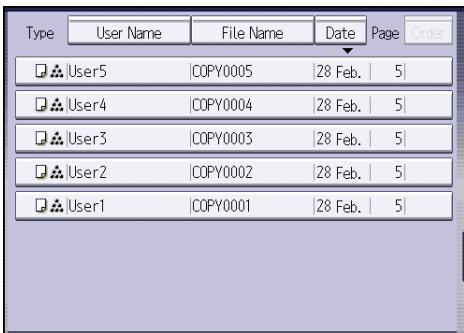
Prints stored documents on the Document Server.

The items you can specify on the printing screen are as follows:

- Paper input locations
- The number of prints
- [Finishing] (Sort, Rotate Sort)
- [Adjust Print Position]
- [Stamp] (Background Numbering, Preset Stamp, User Stamp, Date Stamp, Page Numbering)
- [Reduce / Enlarge] (Preset Reduce / Enlarge, Zoom, Fine Magnification)
- [Variable Cut]
- [Auto Reduce / Enlarge]

For details about each function, see Copy/ Document Server .

## 1. Select a document to be printed.



| Type  | User Name | File Name | Date    | Page | Order |
|---|-----------|-----------|---------|------|-------|
|       | User5     | COPY0005  | 28 Feb. | 5    |       |
|     | User4     | COPY0004  | 28 Feb. | 5    |       |
|   | User3     | COPY0003  | 28 Feb. | 5    |       |
|   | User2     | COPY0002  | 28 Feb. | 5    |       |
|   | User1     | COPY0001  | 28 Feb. | 5    |       |

## 2. When printing two or more documents at a time, repeat step 1.

Up to 30 documents can be printed.

## 3. When specifying printing conditions, press [To Printing Screen], and then configure print settings.

## 4. Enter the number of print copies with the number keys.

The maximum quantity that can be entered is 99.

## 5. Press the [Start] key.

### Note

- You can enlarge or reduce scanned documents that are stored as black-and-white documents in color mode. If you print the stored documents by enlarging or reducing them, the file format converter is required.



# 7. Web Image Monitor

This chapter describes frequently used Web Image Monitor functions and operations. For the information not included in this chapter, see Connecting the Machine/ System Settings  on the supplied CD-ROM or Web Image Monitor Help.

## Displaying Top Page

This section explains the Top Page and how to display Web Image Monitor.

### Important

- When entering an IPv4 address, do not begin segments with zeros. For example: If the address is "192.168.001.010", you must enter it as "192.168.1.10".

1. Start your Web browser.

2. Enter "[http://\(machine's IP address or host name\)/"](http://(machine's IP address or host name)/) in your Web browser's URL bar.

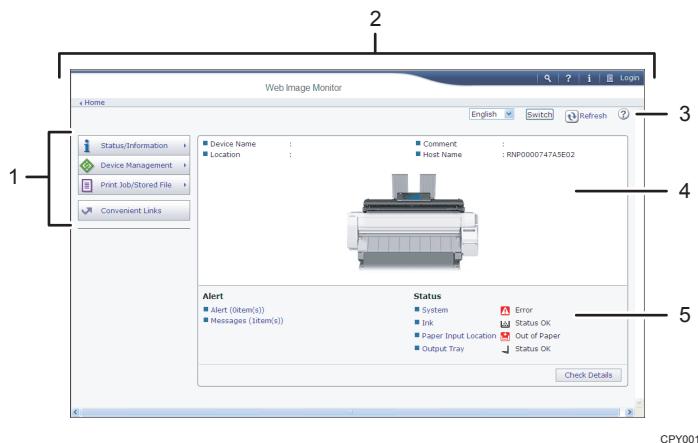
Top Page of Web Image Monitor appears.

If the machine's host name has been registered on the DNS or WINS server, you can enter it.

When setting SSL, a protocol for encrypted communication, under environment which server authentication is issued, enter "[https://\(machine's IP address or host name\)/"](https://(machine's IP address or host name)/).

Web Image Monitor is divided into the following areas:

7



### 1. Menu area

If you select a menu item, its content will be shown.

### 2. Header area

The dialog box for switching to the user mode and administrator mode appears, and each mode's menu will be displayed.

The link to Help and dialog box for keyword search appears.

### 3. Refresh/Help

 (Refresh): Click  at the upper right in the work area to update the machine information. Click the Web browser's [Refresh] button to refresh the entire browser screen.

 (Help): Use Help to view or download Help file contents.

### 4. Basic Information area

Displays the basic information of the machine.

### 5. Work area

Displays the contents of the item selected in the menu area.

# 8. Adding Paper and Ink

This chapter explains how to load paper. It also describes recommended paper sizes and types, and precautions for adding ink and replacing the ink collector unit.

## Precautions for Loading Paper

### ⚠ CAUTION

- Be careful when replacing the paper, clearing paper jams, or cleaning the platen. Follow the instructions for these procedures properly. Not doing so could result in injury from the paper cutter inside.

### ⚠ CAUTION

- When loading paper, take care not to trap or injure your fingers.

### ⚠ CAUTION

- When lifting up or lowering the paper input location cover, be careful not to trap or injure your fingers.

### ⚠ CAUTION

- When opening or closing the front cover, do not put your fingers over the folding parts of the covers. Doing so may result in your fingers becoming trapped or injured.

### ⚠ CAUTION

- Hold the paper roll horizontally with both hands. When the paper roll is attached to the paper holder and if you hold the paper roll vertically, the paper roll may fall off and an injury may result.

### ⚠ CAUTION

- When replacing paper rolls, do not touch the spool near the gear. Doing so may cause your hands to get dirty. If your hands get dirty, wash the affected area thoroughly with soap and water.

### ⬇ Note

- You cannot load paper in the following situations:
  - When printing
  - During maintenance or other operations
  - When covers are open

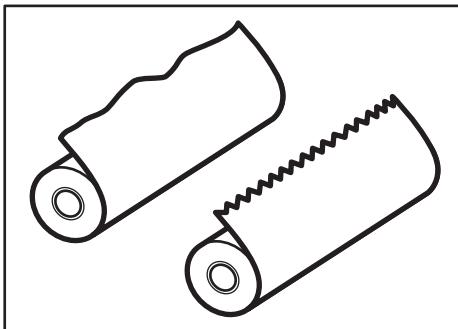
- In Low Power mode or Sleep mode
  - If paper is jammed
  - If a service call message is displayed
- For paper types and sizes that can be loaded in the paper input locations and paper bypass location, see p.126 "Recommended Paper Sizes and Types".
  - When copying onto custom size paper, specify the paper size. When copying onto custom size cut paper using the copier function, see p.60 "Copying onto Custom Size Paper from the Paper Bypass Location". When printing onto custom size paper roll using the printer function, see "Specifying a custom size roll of paper using the control panel", Paper Specifications and Adding Paper⑥. When printing onto custom size cut paper, see "Specifying a custom size of cut paper using the control panel", Paper Specifications and Adding Paper⑥.

# Loading Paper into the Paper Input Location

This section explains how to load a paper roll into the paper input location.

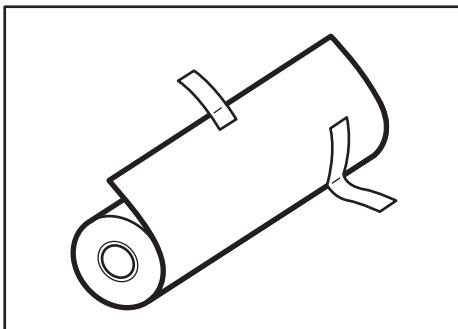
## ★ Important

- When the paper roll is in one of the following conditions, you cannot use it. Cut off the edge of the paper with scissors before loading it.
  - The leading edge is damaged



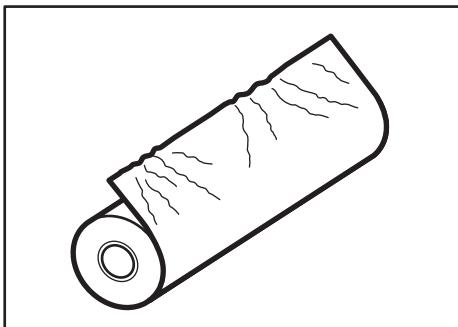
CPT043

- Adhesive tape, glue or paste is sticking to it



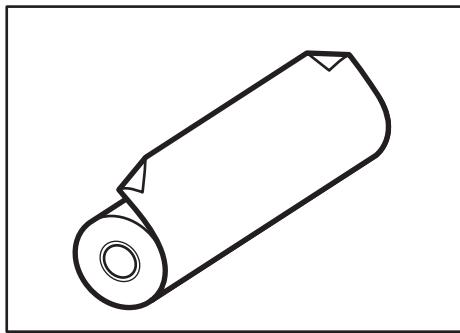
CPT044

- The paper is wrinkled



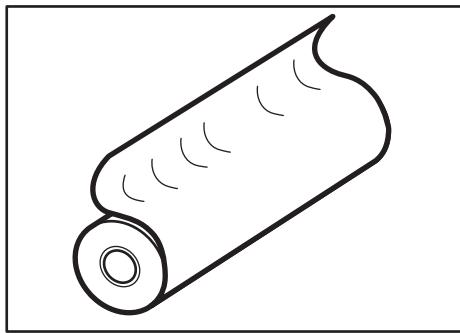
CPT045

- The corners are folded



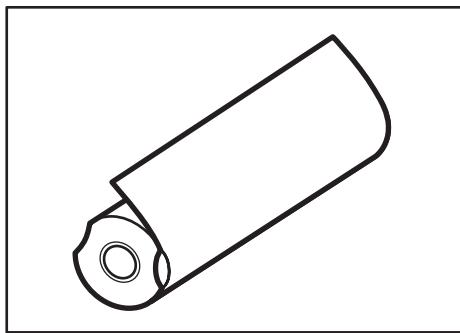
CPT046

- The paper curls away from the paper roll



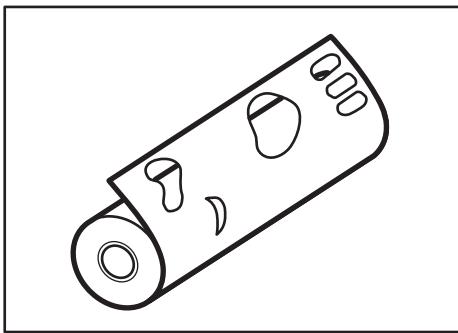
CPT050

- The edge is dented



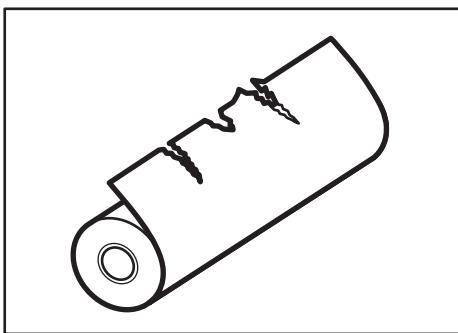
CPT047

- The paper has holes in it



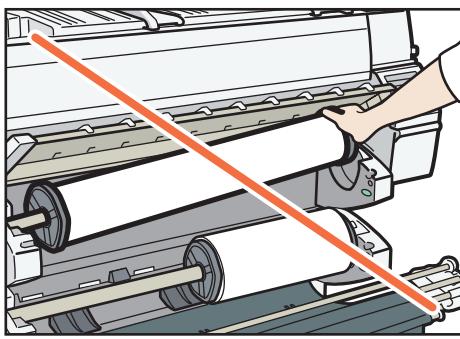
CPT049

- The paper is torn



CPT048

- If you cut off the paper edges of a paper roll that is installed in the paper input location, be careful not to cut the cloth part of the output basket.
- When removing paper rolls from the paper input locations, lift the flanges on either side of the paper roll before removing them. Do not lift one side only. This could damage the machine.



CPT011

- Attach the flange with all the paper roll adjustment levers open when loading a paper roll whose core is 50.8 mm (2 inches). If you close the paper roll adjustment lever after the paper roll is attached to the paper holder, you may damage the paper roll.
- Do not squeeze the flange into the paper roll when the end face of the paper roll is not aligned to the paper core or when a small quantity of paper is left. If the flange is squeezed too tightly against the paper roll, the edge of the paper may crease or wrinkle.

Load the paper roll when the power of the machine is on.

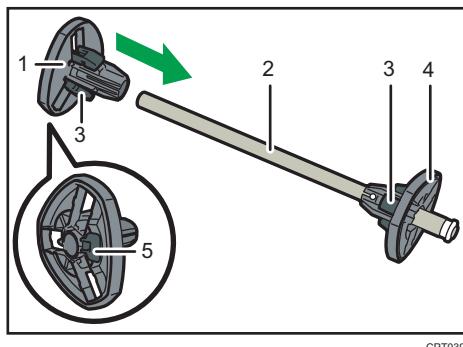
Check that the output basket is in basic mode before loading a paper roll. For details, see "Setting the Output Basket", Getting Started⑤.

You can load the paper roll into Paper Input Locations 1 and 2. Each paper input location is loaded in the same way. In the following example procedure, the paper roll is loaded into Paper Input Location 1.

The paper roll is heavy and may need to be lifted by two people.

When replacing paper holder to other paper roll, place the paper roll on a flat surface.

#### **Names of the parts of the paper holder**



CPT039

1. Left flange
2. Spool
3. Paper roll adjustment levers
4. Right flange
5. Lock lever

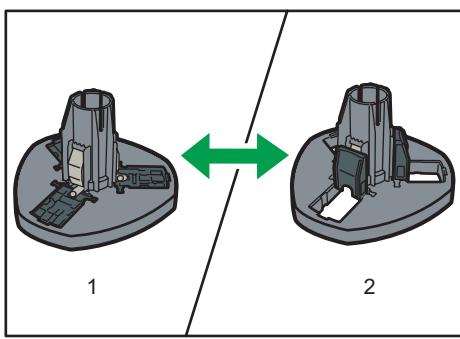
8

#### **Position of the paper roll adjustment levers**

Switch the paper roll adjustment levers depending on the internal diameter of the paper roll. There are three paper roll adjustment levers on each flange. Make sure that all six levers are in the same position.

When the core of the paper roll is 50.8 mm (2 inches), open the paper roll adjustment levers.

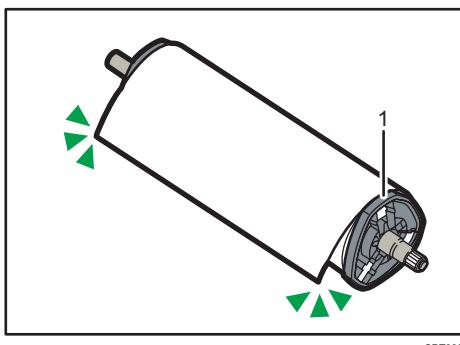
When the core of the paper roll is 76.2 mm (3 inches), close the paper roll adjustment levers.



1. When the core of the paper roll is 50.8 mm (2 inches)
2. When the core of the paper roll is 76.2 mm (3 inches)

#### Paper roll direction

When loading the paper roll to the paper holder and machine, make sure that the edge of the paper feeds from top of the roll toward the front.

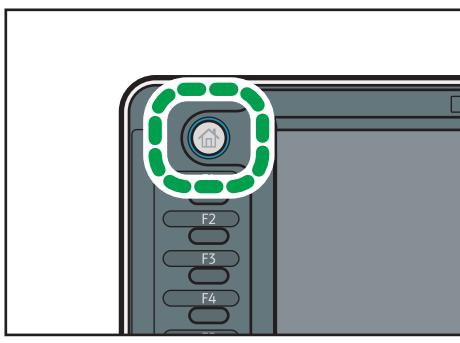


CPT032

8

#### 1. Right flange

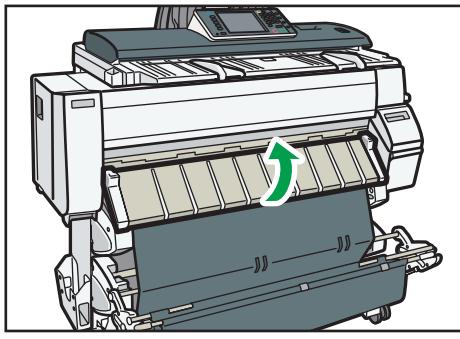
1. Press the [Home] key on the top left of the control panel, and press the [Copier] or [Printer] icon on the [Home] screen.



CPL011

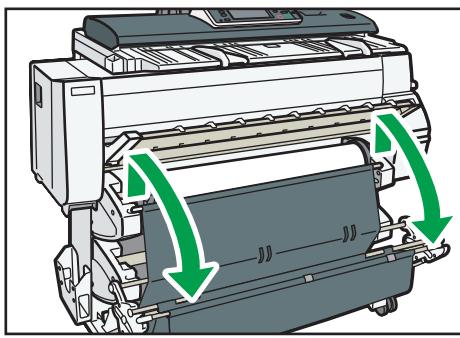
Make sure that "Ready" appears on the screen.

2. Lift up the paper input location cover until it clicks.



CPT012

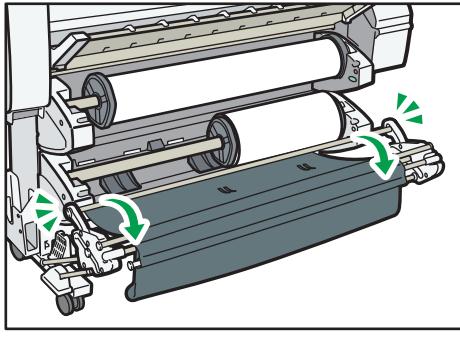
3. Remove the bar in front of Paper Input Location 1, and then hook it in front of the output basket.



CPT013

8

4. Pull the bar in front of Paper Input Location 2 forward.

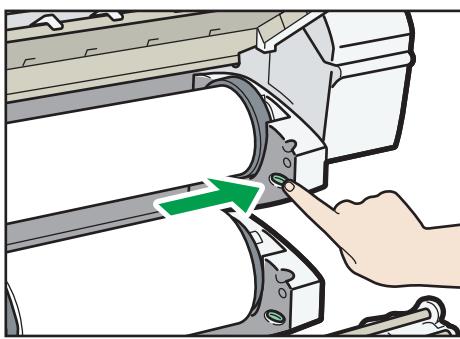


CPT014

5. When the paper roll is loaded, press down the rewind button on the right of the paper input location for one second or more.

After you release the button, the paper is rewound automatically.

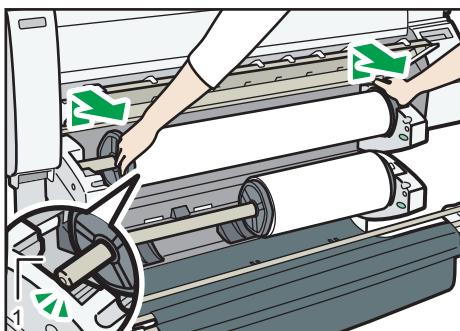
If there is no paper roll loaded, proceed to step 13.



CPT015

**6. Make sure the edge of the paper feeds out of the machine.**

If the paper does not come out, press the button for at least a second and then release it so that the paper feeds out.

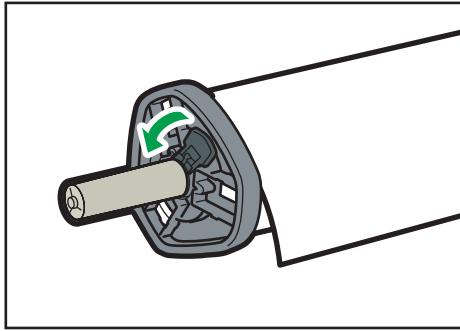
**7. Hold both flanges and place the paper roll on the flat place in front of the bearing.**

CPT016

8

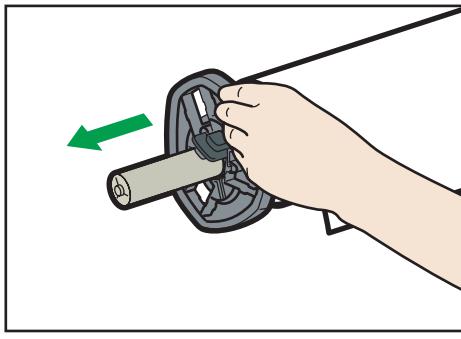
**1. Bearing**

- 8. Grip the flanges again, and then remove it from the paper input location.**
- 9. Place the paper roll on a flat surface.**
- 10. Raise the lock lever on the left flange.**



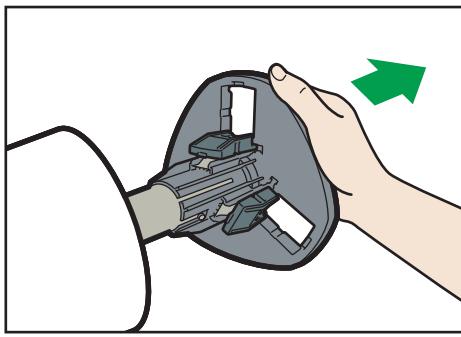
CPT017

**11. Remove the left flange from the spool.**



CPT020

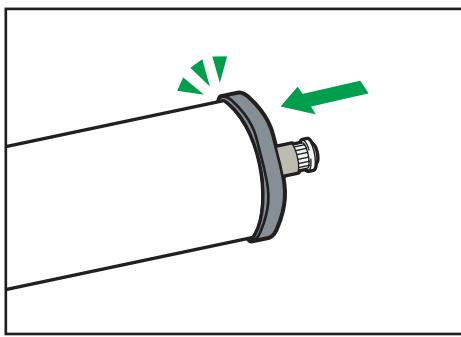
**12. Remove both the right flange and spool from the paper roll.**



CPT018

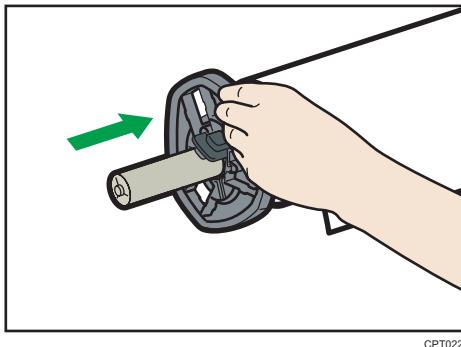
8

- 13. Adjust the paper roll adjustment levers of both flanges, according to the core of the paper roll you want to load.**
- 14. Insert the flange with the spool from the right side of the paper roll until it touches the paper roll.**



CPT021

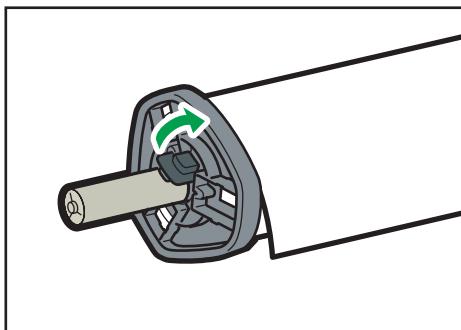
**15. Insert the spool into the left flange.**



CPT022

**16. Holding the right flange with your hand, insert the left flange until it touches the paper roll.**

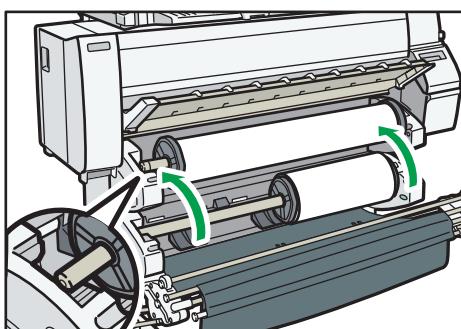
**17. Lower the lock lever on the left flange.**



CPT040

8

**18. Place the paper roll on the flat place in front of the bearing.**

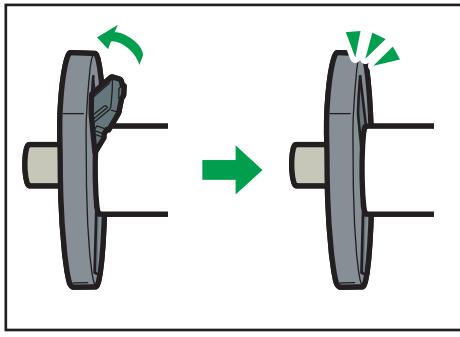


CPT023

**19. Place the right and left edge of the shaft into the bearing.**

Turn the paper roll so that the edge of the paper feeds from the top of the roll towards the front.

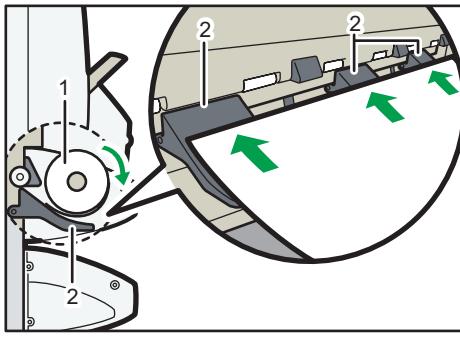
20. When loading a 50.8 mm (2 inches) paper roll, make sure that all six paper roll adjustment levers are fully open.



CPT041

When loading a 76.2 mm (3 inches) paper roll, proceed to step 21.

21. Hold the edge of the paper with your hands underneath the paper, and feed paper so that the edge of the paper passes over the guides behind the paper roll.

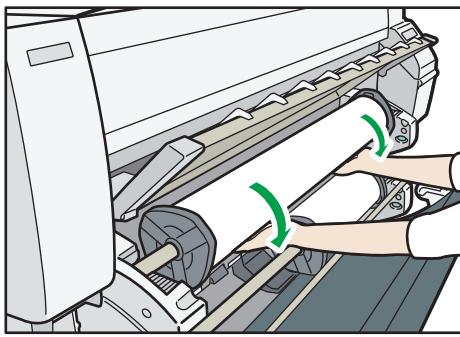


CPT024

1. Paper roll

2. Guides

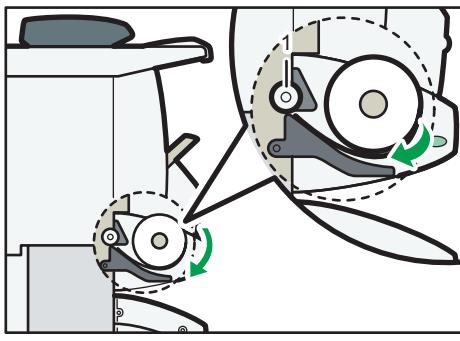
Be sure to hold the right and left side of the paper roll with both hands.



CPT034

**22. Insert the edge of the paper under the rollers of the paper feeding slit, rotate the paper roll until the edge of the paper is pulled in automatically to the inside of the machine.**

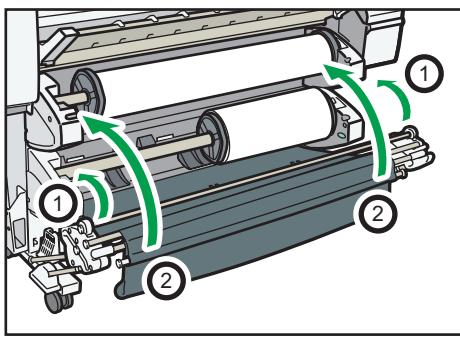
If you insert the paper correctly, the edge of the paper is pulled in to the inside of the machine and the beeper sounds.



CPT031

**1. Roller**

**23. Replace the bars of the output basket.**

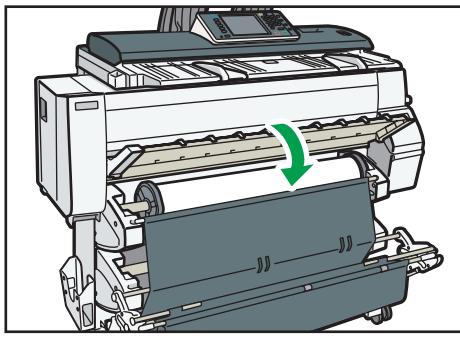


CPT025

8

After pushing the bar that is in front of Paper Input Location 2 into the machine (action ① in the illustration), lift the bar of the output basket up and hook it in front of the paper roll (action ② in the illustration).

**24. Lower the paper input location cover.**



CPT038

**25. On the screen, select whether or not to cut off the edge of the paper roll.**

Select [Cut] when the edge of the paper is cut manually, such as with scissors, or the paper is expanded due to moisture.

**26. Follow the on-screen instructions to specify the paper type and thickness of the paper roll.**

Press [Matches] if the paper type and thickness of paper roll you loaded are the same as those displayed on the screen.

If the paper type and thickness are different from those displayed, press [Does not Match]. Select the proper items according to the paper type and thickness you want to use, and then press [OK].

**27. Make sure that the size of paper roll you loaded is displayed correctly on the screen.****Note**

- When [Film (Matted)] is specified for Paper Type or when Prevent Paper Abrasion is specified, press [Exit] on the screen after lowering the paper input location cover. You can change the Prevent Paper Abrasion setting in System Settings if necessary. However, if you specify [Film (Matted)] for Paper Type, the Prevent Paper Abrasion setting is automatically selected, and you cannot change it. For details about Prevent Paper Abrasion, see "System Settings", Connecting the Machine/ System Settings⑥.
- When the settings in step 26 are finished, the machine pulls the paper inside, and paper is output about one meter (40 inches) from the paper output location. Then the machine rewinds the paper to the prescribed position. Do not touch the output paper until the machine stops moving. If you select [Cut] in step 25, the edge of the paper is cut off.
- If you insert a roll of paper into the machine at an angle or if there is space between the paper and the flanges, the paper may not be pulled into the inside of the machine. If that happens, return to step 2 and start again.
- When you load two paper rolls into Paper Input Locations 1 and 2 in succession, make sure that the paper size you loaded first is displayed on the screen correctly, and then load the other paper roll into the other paper input location.
- When the [Panel Key Sound] is turned off, it will not sound if you insert paper into the paper input location. For details about [Panel Key Sound], see "System Settings", Connecting the Machine/ System Settings⑥.
- You can specify the types of paper you load in the paper input location in advance. For details, see "System Settings", Connecting the Machine/ System Settings⑥.
- For details about the settings for the paper thickness and types, see "System Settings", Connecting the Machine/ System Settings⑥.
- For details about how to store the paper roll, see "Paper Storage", Paper Specifications and Adding Paper⑥.

## Printing from the Paper Input Location Using the Printer Function

With the printer function, you can print on a custom size paper roll. This section explains how to specify the paper size from the control panel of the machine.

If you load regular size paper roll, the machine detects the paper size automatically.

### Note

- Settings remain valid until they are changed.
- For details about setting printer drivers, see "Printing Documents", Print .

### Specifying a custom size roll of paper using the control panel

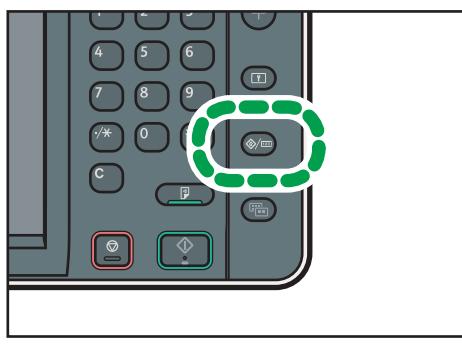
This section explains how to specify the size for a custom size roll of paper from the control panel when using RP-GL/2 or RTIFF as a printer language.

For details about how to change the printer language, see "Specifying a Printer Language", RP-GL/2 and RTIFF .

Paper sizes that can be specified are 280–914 mm (11.1–36.0 inches) horizontally and 210–15000 mm (8.3–590.5 inches) vertically.

When using RTIFF as a printer language, the machine can detect the size of a custom size roll of paper by default.

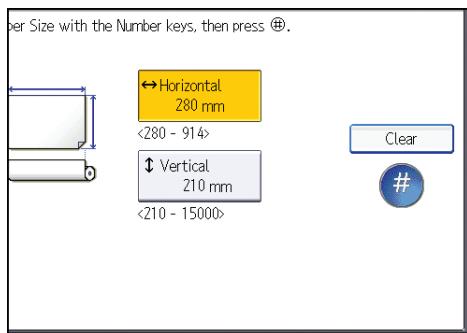
1. Press the [User Tools/Counter] key.



8

2. Press [Printer Features].
3. Press [System(EM)].
4. Select [Custom Size: Paper Input Location 1] or [Custom Size: Paper Input Location 2].

5. Enter the horizontal size of the paper using the number keys, and then press [<#)].



6. Enter the vertical size of the paper using the number keys, and then press [<#]).

7. Press [OK].

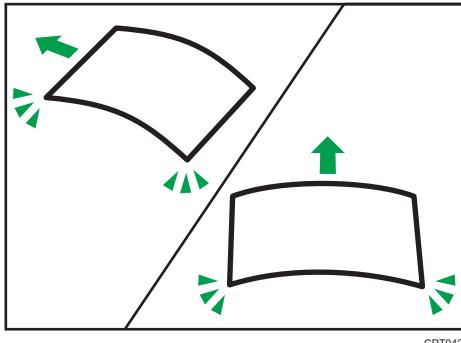
8. Press the [User Tools/Counter] key.

# Loading Paper into the Paper Bypass Location

Use the paper bypass location to copy onto paper sizes that cannot be loaded on the paper input location.

## Important

- If the paper is curled, load it so that it curls facing downward.

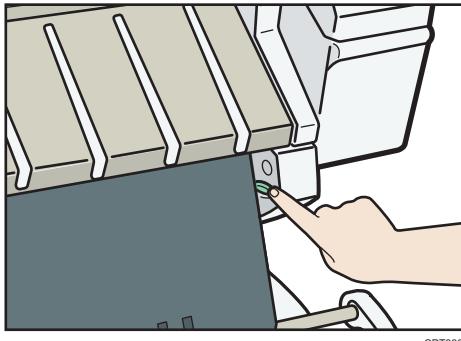


- When loading paper that is longer than A1 (D)<sup>D</sup>, place a clean cloth or sheet of paper behind the machine in advance. If the edge of the paper touches the floor and get dirty, a malfunction might occur.

1. Make sure that "Ready" appears on the screen.
2. When the paper roll is loaded, press down the rewind button on the right of the paper input location for where the paper roll is loaded for more than one second.

After you release the button, the paper is rewound automatically.

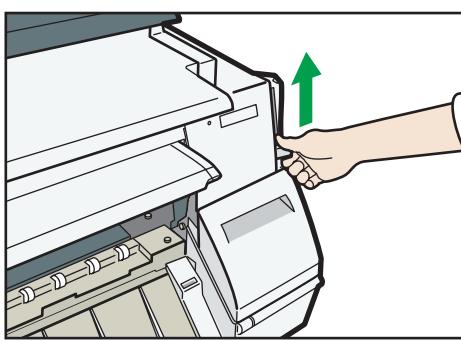
If the paper roll is not loaded, proceed to step 3.



**3. Open the front cover.**



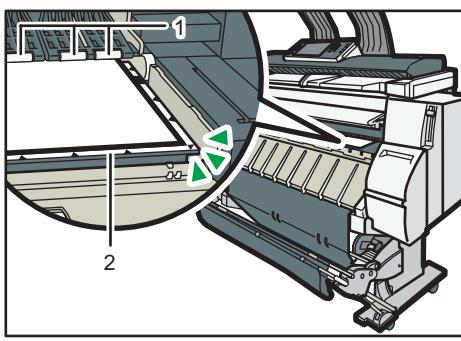
**4. Pull up the paper holding lever on the right of the machine.**



8

**5. Insert the paper face up under the rollers in the paper bypass location.**

Align the right corner of the paper to the paper set position on the paper bypass location.



**1. Rollers**

**2. Paper set position**

**6. Lower the paper holding lever to fix the paper position.**

When using paper that is longer than A2 (C)<sup>D</sup>, lower the paper holding lever while holding the paper with your hand.



CPT029

**7. Close the front cover.**



CPT030

**8. Follow the on-screen instructions to specify the paper type and thickness of the paper.**

Press [Matches] if the paper type and thickness of paper you loaded are the same as those displayed on the screen.

8

If the paper type and thickness are different from those displayed, press [Does not Match]. Select the proper items according to the paper type and thickness you want to use, and then press [OK].

**9. Make sure that [≡] appears at the paper bypass location on the screen.**

**Note**

- Do not operate the machine while "Please wait." is displayed when the machine is turned on.
- Press the rewind button to rewind the roll of paper. Rewinding it manually may cause paper jams.
- When [Film (Matted)] is specified for Paper Type or when Prevent Paper Abrasion is specified, press [Exit] on the screen after closing the front cover. You can change the Prevent Paper Abrasion setting in System Settings if necessary. However, if you specify [Film (Matted)] for Paper Type, the Prevent Paper Abrasion setting is automatically selected, and you cannot change it. For details about Prevent Paper Abrasion, see "System Settings", Connecting the Machine/ System Settings ④.
- Do not print on both sides of the paper.
- Do not use paper already printed on.
- Do not insert multiple sheets at one time. Doing so can result in jams and poor quality prints.

- If you are printing multiple pages, insert each additional sheet after the preceding sheet is fully ejected from the machine.
- If you load paper that curls severely, the edge of the paper may be caught when it is fed into the paper bypass location. Flatten the curled paper with your hands before loading the paper.
- If the edge of the roll paper is ejected from the machine, load it again after copying or printing from the paper bypass location. For details about how to load the paper roll, see p.105 "Loading Paper into the Paper Input Location".
- You can specify the types of paper you load in the paper bypass location in advance. For details, see "System Settings", Connecting the Machine/ System Settings .
- When copying from the paper bypass location, see p.59 "Copying from the Paper Bypass Location". When printing from a computer, see p.122 "Printing from the Paper Bypass Location Using the Printer Function".

## Printing from the Paper Bypass Location Using the Printer Function

When using the printer function to print on paper fed from the paper bypass location, you can specify the paper size and type from the control panel.

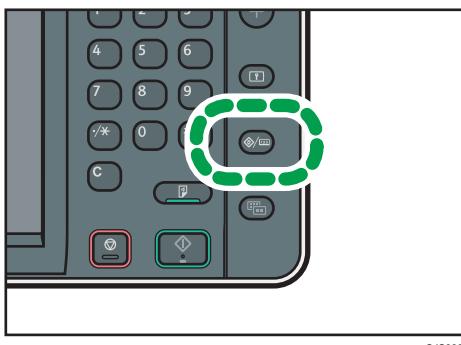
For details about setting printer drivers, see "Printing Documents", Print .

### Note

- The settings made will remain valid until they are changed.
-  Region A (mainly Europe)
  - [A4] is the default setting for [Printer Bypass Paper Size].
-  Region B (mainly North America)
  - [ $8\frac{1}{2} \times 11$ ] is the default setting for [Printer Bypass Paper Size].

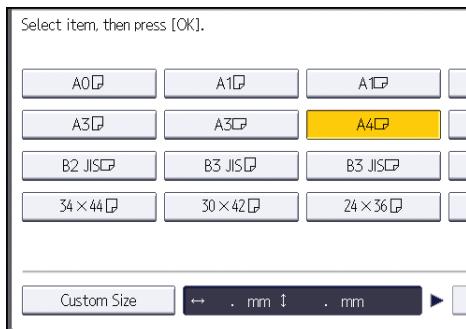
## Specifying regular sizes using the control panel

### 1. Press the [User Tools/Counter] key.



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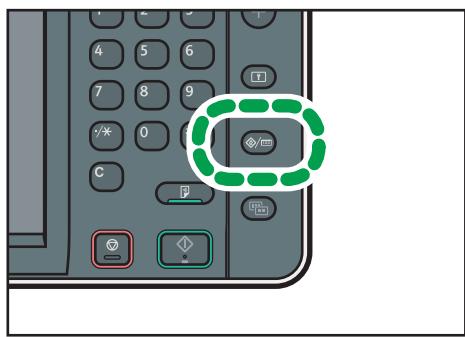
2. Press [Input Paper Settings].
3. Press [Printer Bypass Paper Size].
4. Select the paper size.



5. Press [OK].
6. Press the [User Tools/Counter] key.

#### Specifying a custom size of cut paper using the control panel

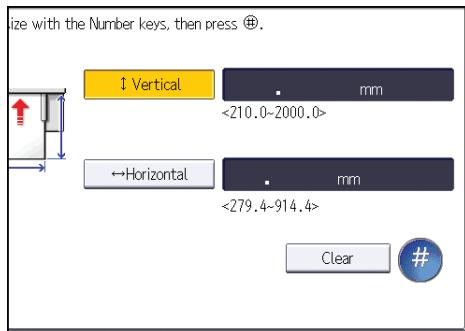
1. Press the [User Tools/Counter] key.



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2. Press [Input Paper Settings].
3. Press [Printer Bypass Paper Size].
4. Press [Custom Size].  
If a custom size is already specified, press [Change Size].
5. Press [Vertical].

**6. Enter the vertical size of the paper using the number keys, and then press [<#>].**

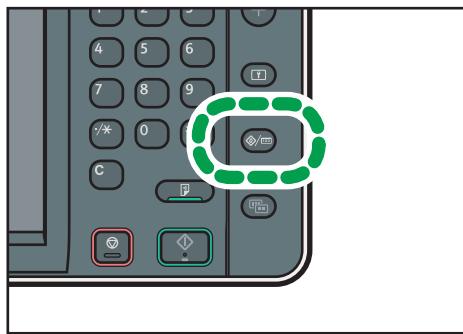


- 7. Press [Horizontal].**
- 8. Enter the horizontal size of the paper using the number keys, and then press [<#>].**
- 9. Press [OK] twice.**
- 10. Press the [User Tools/Counter] key.**

**Specifying paper type using the control panel**

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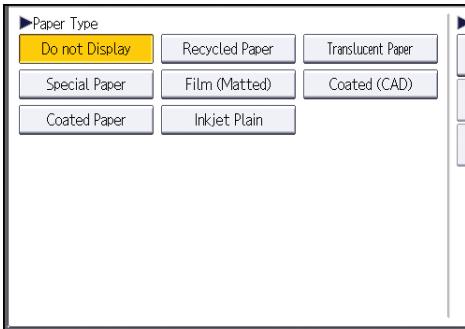
- 1. Press the [User Tools/Counter] key.**



CJS039

- 2. Press [Input Paper Settings].**
- 3. Press [<▼Next].**
- 4. Press [Paper Type: Paper Bypass].**

**5. Select the proper items, according to the paper type and thickness you want to use.**



**6. Press [OK].**

**7. Press the [User Tools/Counter] key.**

# Recommended Paper Sizes and Types

This section describes recommended paper sizes and types.

## ★ Important

- If you use paper that curls, either because it is too dry or too damp, a paper jam may occur.
- Use only translucent (vellum) paper and matte film that are intended for use in inkjet printers.

### Paper input locations 1–2 Region A (mainly Europe)

| Paper type and weight  | Paper size  | Paper capacity |
|--|---|----------------|
| Plain paper<br>51–94 g/m <sup>2</sup> (14–25 lb.)<br><br>Thin Paper–Plain Paper                | Paper roll<br><br>Diameter: 176 mm or less<br><br>Core: 50.8 mm, 76.2 mm<br><br>Width: 297 mm, 364 mm, 420 mm, 440 mm, 490 mm, 515 mm, 594 mm, 610 mm (24 inches), 620 mm, 625 mm, 660 mm, 680 mm, 707 mm, 728 mm, 800 mm, 841 mm, 880 mm, 914 mm (36 inches) | -              |
| Recycled Paper<br>51–94 g/m <sup>2</sup> (14–25 lb.)<br><br>Thin Paper–Plain Paper             | Paper roll<br><br>Diameter: 176 mm or less<br><br>Core: 50.8 mm, 76.2 mm<br><br>Width: 297 mm, 364 mm, 420 mm, 440 mm, 490 mm, 515 mm, 594 mm, 610 mm (24 inches), 620 mm, 625 mm, 660 mm, 680 mm, 707 mm, 728 mm, 800 mm, 841 mm, 880 mm, 914 mm (36 inches) | -              |
| Translucent Paper (vellum)<br>51–94 g/m <sup>2</sup> (14–25 lb.)<br><br>Thin Paper–Plain Paper | Paper roll<br><br>Diameter: 176 mm or less<br><br>Core: 50.8 mm, 76.2 mm<br><br>Width: 297 mm, 364 mm, 420 mm, 440 mm, 490 mm, 515 mm, 594 mm, 610 mm (24 inches), 620 mm, 625 mm, 660 mm, 680 mm, 707 mm, 728 mm, 800 mm, 841 mm, 880 mm, 914 mm (36 inches) | -              |

| Paper type and weight  | Paper size  | Paper capacity |
|--|---|----------------|
| Special Paper<br>51–190 g/m <sup>2</sup> (14–51 lb.)<br>Thin Paper–Thick Paper 1 | Paper roll<br><br>Diameter: 176 mm or less<br><br>Core: 50.8 mm, 76.2 mm<br><br>Width: 297 mm, 364 mm, 420 mm, 440 mm, 490 mm, 515 mm, 594 mm, 610 mm (24 inches), 620 mm, 625 mm, 660 mm, 680 mm, 707 mm, 728 mm, 800 mm, 841 mm, 880 mm, 914 mm (36 inches) | -              |
| Film (Matted)<br>51–190 g/m <sup>2</sup> (14–51 lb.)<br>Thin Paper–Thick Paper 1 | Paper roll<br><br>Diameter: 176 mm or less<br><br>Core: 50.8 mm, 76.2 mm<br><br>Width: 297 mm, 364 mm, 420 mm, 440 mm, 490 mm, 515 mm, 594 mm, 610 mm (24 inches), 620 mm, 625 mm, 660 mm, 680 mm, 707 mm, 728 mm, 800 mm, 841 mm, 880 mm, 914 mm (36 inches) | -              |
| Coated (CAD)<br>80–125 g/m <sup>2</sup> (21–33 lb.)<br>Plain Paper–Middle Thick  | Paper roll<br><br>Diameter: 176 mm or less<br><br>Core: 50.8 mm, 76.2 mm<br><br>Width: 297 mm, 364 mm, 420 mm, 440 mm, 490 mm, 515 mm, 594 mm, 610 mm (24 inches), 620 mm, 625 mm, 660 mm, 680 mm, 707 mm, 728 mm, 800 mm, 841 mm, 880 mm, 914 mm (36 inches) | -              |
| Coated Paper<br>80–190 g/m <sup>2</sup> (21–51 lb.)<br>Plain Paper–Thick Paper 1 | Paper roll<br><br>Diameter: 176 mm or less<br><br>Core: 50.8 mm, 76.2 mm<br><br>Width: 297 mm, 364 mm, 420 mm, 440 mm, 490 mm, 515 mm, 594 mm, 610 mm (24 inches), 620 mm, 625 mm, 660 mm, 680 mm, 707 mm, 728 mm, 800 mm, 841 mm, 880 mm, 914 mm (36 inches) | -              |

| Paper type and weight  | Paper size  | Paper capacity |
|--|---|----------------|
| Inkjet Plain<br>51–125 g/m <sup>2</sup> (14–33 lb.)<br>Thin Paper–Middle Thick | Paper roll<br><br>Diameter: 176 mm or less<br><br>Core: 50.8 mm, 76.2 mm<br><br>Width: 297 mm, 364 mm, 420 mm, 440 mm, 490 mm, 515 mm, 594 mm, 610 mm (24 inches), 620 mm, 625 mm, 660 mm, 680 mm, 707 mm, 728 mm, 800 mm, 841 mm, 880 mm, 914 mm (36 inches) | -              |

**Paper input locations 1–2**  **Region B (mainly North America)**

| Paper type and weight  | Paper size   | Paper capacity |
|--|--|----------------|
| Plain paper<br>51–94 g/m <sup>2</sup> (14–25 lb.)<br>Thin Paper–Plain Paper                | Paper roll<br><br>Diameter: 6.9 inches or less<br><br>Core: 2 inches, 3 inches<br><br>Width: 11 inches, 12 inches, 17 inches, 18 inches, 22 inches, 24 inches, 30 inches, 34 inches, 36 inches | -              |
| Recycled Paper<br>51–94 g/m <sup>2</sup> (14–25 lb.)<br>Thin Paper–Plain Paper             | Paper roll<br><br>Diameter: 6.9 inches or less<br><br>Core: 2 inches, 3 inches<br><br>Width: 11 inches, 12 inches, 17 inches, 18 inches, 22 inches, 24 inches, 30 inches, 34 inches, 36 inches | -              |
| Translucent Paper (vellum)<br>51–94 g/m <sup>2</sup> (14–25 lb.)<br>Thin Paper–Plain Paper | Paper roll<br><br>Diameter: 6.9 inches or less<br><br>Core: 2 inches, 3 inches<br><br>Width: 11 inches, 12 inches, 17 inches, 18 inches, 22 inches, 24 inches, 30 inches, 34 inches, 36 inches | -              |

| Paper type and weight  | Paper size   | Paper capacity |
|--|--|----------------|
| Special Paper<br>51–190 g/m <sup>2</sup> (14–51 lb.)<br>Thin Paper–Thick Paper 1 | Paper roll<br><br>Diameter: 6.9 inches or less<br><br>Core: 2 inches, 3 inches<br><br>Width: 11 inches, 12 inches, 17 inches, 18 inches, 22 inches, 24 inches, 30 inches, 34 inches, 36 inches | -              |
| Film (Matted)<br>51–190 g/m <sup>2</sup> (14–51 lb.)<br>Thin Paper–Thick Paper 1 | Paper roll<br><br>Diameter: 6.9 inches or less<br><br>Core: 2 inches, 3 inches<br><br>Width: 11 inches, 12 inches, 17 inches, 18 inches, 22 inches, 24 inches, 30 inches, 34 inches, 36 inches | -              |
| Coated (CAD)<br>80–125 g/m <sup>2</sup> (21–33 lb.)<br>Plain Paper–Middle Thick  | Paper roll<br><br>Diameter: 6.9 inches or less<br><br>Core: 2 inches, 3 inches<br><br>Width: 11 inches, 12 inches, 17 inches, 18 inches, 22 inches, 24 inches, 30 inches, 34 inches, 36 inches | -              |
| Coated Paper<br>80–190 g/m <sup>2</sup> (21–51 lb.)<br>Plain Paper–Thick Paper 1 | Paper roll<br><br>Diameter: 6.9 inches or less<br><br>Core: 2 inches, 3 inches<br><br>Width: 11 inches, 12 inches, 17 inches, 18 inches, 22 inches, 24 inches, 30 inches, 34 inches, 36 inches | -              |
| Inkjet Plain<br>51–125 g/m <sup>2</sup> (14–33 lb.)<br>Thin Paper–Middle Thick   | Paper roll<br><br>Diameter: 6.9 inches or less<br><br>Core: 2 inches, 3 inches<br><br>Width: 11 inches, 12 inches, 17 inches, 18 inches, 22 inches, 24 inches, 30 inches, 34 inches, 36 inches | -              |

**Paper bypass location**  **Region A (mainly Europe)**

| Paper type and weight   | Paper size   | Paper capacity |
|---|--|----------------|
| Plain paper<br>51–94 g/m <sup>2</sup> (14–25 lb.)<br>Thin Paper—Plain Paper | Cut paper<br>Regular size:<br>A0□, A1□, A2□, A3□, A4□, B1 JIS □, B2 JIS□, B3 JIS□, B4 JIS□,<br>880 × 1230 mm□, 880 × 1189 mm□, 880 × 615 mm□, 880 × 594 mm□, 800 × 1189 mm□, 800 × 594 mm□, 707 × 1000 mm□, 707 × 500 mm□, 680 × 841 mm□, 660 × 420 mm□, 660 × 841 mm□, 660 × 420 mm□, 625 × 880 mm□, 625 × 440 mm□, 620 × 880 mm□, 620 × 440 mm□, 490 × 594 mm□, 490 × 420 mm□, 490 × 297 mm□, 440 × 615 mm□, 440 × 594 mm□, 440 × 420 mm□, 440 × 297 mm□<br>Custom size:<br>Paper width: 279.4–914.4 mm<br>Paper length: 210.0–2000.0 mm | 1 sheet        |

| Paper type and weight   | Paper size   | Paper capacity |
|---|--|----------------|
| Recycled Paper<br>51–94 g/m <sup>2</sup> (14–25 lb.)<br>Thin Paper—Plain Paper                | Cut paper<br><br>Regular size:<br>A0□, A1□, A2□, A3□, A4□, B1 JIS □, B2 JIS□, B3 JIS□, B4 JIS□,<br>880 × 1230 mm□, 880 × 1189 mm□, 880 × 615 mm□, 880 × 594 mm□, 800 × 1189 mm□, 800 × 594 mm□, 707 × 1000 mm□, 707 × 500 mm□, 680 × 841 mm□, 680 × 420 mm□, 660 × 841 mm□, 660 × 420 mm□, 625 × 880 mm□, 625 × 440 mm□, 620 × 880 mm□, 620 × 440 mm□, 490 × 594 mm□, 490 × 420 mm□, 490 × 297 mm□, 440 × 615 mm□, 440 × 594 mm□, 440 × 420 mm□, 440 × 297 mm□<br><br>Custom size:<br>Paper width: 279.4–914.4 mm<br>Paper length: 210.0–2000.0 mm | 1 sheet        |
| Translucent Paper<br>(vellum)<br>51–94 g/m <sup>2</sup> (14–25 lb.)<br>Thin Paper—Plain Paper | Cut paper<br><br>Regular size:<br>A0□, A1□, A2□, A3□, A4□, B1 JIS □, B2 JIS□, B3 JIS□, B4 JIS□,<br>880 × 1230 mm□, 880 × 1189 mm□, 880 × 615 mm□, 880 × 594 mm□, 800 × 1189 mm□, 800 × 594 mm□, 707 × 1000 mm□, 707 × 500 mm□, 680 × 841 mm□, 680 × 420 mm□, 660 × 841 mm□, 660 × 420 mm□, 625 × 880 mm□, 625 × 440 mm□, 620 × 880 mm□, 620 × 440 mm□, 490 × 594 mm□, 490 × 420 mm□, 490 × 297 mm□, 440 × 615 mm□, 440 × 594 mm□, 440 × 420 mm□, 440 × 297 mm□<br><br>Custom size:<br>Paper width: 279.4–914.4 mm<br>Paper length: 210.0–2000.0 mm | 1 sheet        |

| Paper type and weight   | Paper size  | Paper capacity |
|---|---|----------------|
| <p>Special Paper<br/>51–220 g/m<sup>2</sup> (14–59 lb.)</p> <p>Thin Paper–Thick Paper 2</p> | <p>Cut paper</p> <p>Regular size:<br/>A0□, A1□, A2□, A3□, A4□, B1 JIS □, B2 JIS□, B3 JIS□, B4 JIS□,<br/>880 × 1230 mm□, 880 × 1189 mm□, 880 × 615 mm□, 880 × 594 mm□, 800 × 1189 mm□, 800 × 594 mm□, 707 × 1000 mm□, 707 × 500 mm□, 680 × 841 mm□, 680 × 420 mm□, 660 × 841 mm□, 660 × 420 mm□, 625 × 880 mm□, 625 × 440 mm□, 620 × 880 mm□, 620 × 440 mm□, 490 × 594 mm□, 490 × 420 mm□, 490 × 297 mm□, 440 × 615 mm□, 440 × 594 mm□, 440 × 420 mm□, 440 × 297 mm□</p> <p>Custom size:</p> <p>Paper width: 279.4–914.4 mm</p> <p>Paper length: 210.0–2000.0 mm</p> | 1 sheet        |
| <p>Film (Matted)<br/>51–190 g/m<sup>2</sup> (14–51 lb.)</p> <p>Thin Paper–Thick Paper 1</p> | <p>Cut paper</p> <p>Regular size:<br/>A0□, A1□, A2□, A3□, A4□, B1 JIS □, B2 JIS□, B3 JIS□, B4 JIS□,<br/>880 × 1230 mm□, 880 × 1189 mm□, 880 × 615 mm□, 880 × 594 mm□, 800 × 1189 mm□, 800 × 594 mm□, 707 × 1000 mm□, 707 × 500 mm□, 680 × 841 mm□, 680 × 420 mm□, 660 × 841 mm□, 660 × 420 mm□, 625 × 880 mm□, 625 × 440 mm□, 620 × 880 mm□, 620 × 440 mm□, 490 × 594 mm□, 490 × 420 mm□, 490 × 297 mm□, 440 × 615 mm□, 440 × 594 mm□, 440 × 420 mm□, 440 × 297 mm□</p> <p>Custom size:</p> <p>Paper width: 279.4–914.4 mm</p> <p>Paper length: 210.0–2000.0 mm</p> | 1 sheet        |

| Paper type and weight  | Paper size  | Paper capacity |
|--|---|----------------|
| Coated (CAD)<br>80–125 g/m <sup>2</sup> (21–33<br>lb.)<br>Plain Paper—Middle Thick     | Cut paper<br><br>Regular size:<br>A0□, A1□, A2□, A3□, A4□, B1 JIS<br>□, B2 JIS□, B3 JIS□, B4 JIS□,<br>880 × 1230 mm□, 880 × 1189 mm□, 880<br>× 615 mm□, 880 × 594 mm□, 800 ×<br>1189 mm□, 800 × 594 mm□, 707 ×<br>1000 mm□, 707 × 500 mm□, 680 × 841<br>mm□, 680 × 420 mm□, 660 × 841 mm□,<br>660 × 420 mm□, 625 × 880 mm□, 625 ×<br>440 mm□, 620 × 880 mm□, 620 × 440<br>mm□, 490 × 594 mm□, 490 × 420 mm□,<br>490 × 297 mm□, 440 × 615 mm□, 440 ×<br>594 mm□, 440 × 420 mm□, 440 × 297<br>mm□<br><br>Custom size:<br><br>Paper width: 279.4–914.4 mm<br>Paper length: 210.0–2000.0 mm | 1 sheet        |
| Coated Paper<br>80–220 g/m <sup>2</sup> (21–59<br>lb.)<br>Plain Paper—Thick Paper<br>2 | Cut paper<br><br>Regular size:<br>A0□, A1□, A2□, A3□, A4□, B1 JIS<br>□, B2 JIS□, B3 JIS□, B4 JIS□,<br>880 × 1230 mm□, 880 × 1189 mm□, 880<br>× 615 mm□, 880 × 594 mm□, 800 ×<br>1189 mm□, 800 × 594 mm□, 707 ×<br>1000 mm□, 707 × 500 mm□, 680 × 841<br>mm□, 680 × 420 mm□, 660 × 841 mm□,<br>660 × 420 mm□, 625 × 880 mm□, 625 ×<br>440 mm□, 620 × 880 mm□, 620 × 440<br>mm□, 490 × 594 mm□, 490 × 420 mm□,<br>490 × 297 mm□, 440 × 615 mm□, 440 ×<br>594 mm□, 440 × 420 mm□, 440 × 297<br>mm□<br><br>Custom size:<br><br>Paper width: 279.4–914.4 mm<br>Paper length: 210.0–2000.0 mm | 1 sheet        |

| Paper type and weight  | Paper size   | Paper capacity |
|--|--|----------------|
| Inkjet Plain<br>51–125 g/m <sup>2</sup> (14–33 lb.)<br>Thin Paper–Middle Thick | Cut paper<br><br>Regular size:<br>A0□, A1□, A2□, A3□, A4□, B1 JIS □, B2 JIS□, B3 JIS□, B4 JIS□,<br>880 × 1230 mm□, 880 × 1189 mm□, 880 × 615 mm□, 880 × 594 mm□, 800 × 1189 mm□, 800 × 594 mm□, 707 × 1000 mm□, 707 × 500 mm□, 680 × 841 mm□, 680 × 420 mm□, 660 × 841 mm□, 660 × 420 mm□, 625 × 880 mm□, 625 × 440 mm□, 620 × 880 mm□, 620 × 440 mm□, 490 × 594 mm□, 490 × 420 mm□, 490 × 297 mm□, 440 × 615 mm□, 440 × 594 mm□, 440 × 420 mm□, 440 × 297 mm□<br><br>Custom size:<br>Paper width: 279.4–914.4 mm<br>Paper length: 210.0–2000.0 mm | 1 sheet        |

**Paper bypass location**  **Region B (mainly North America)**

| Paper type and weight  | Paper size  | Paper capacity |
|--|---|----------------|
| Plain paper<br>51–94 g/m <sup>2</sup> (14–25 lb.)<br>Thin Paper–Plain Paper    | Cut paper<br>Regular size: <ul style="list-style-type: none"> <li>• Engineering<br/>E (34 × 44)<sup>□</sup>, D (22 × 34)<sup>□</sup>, C (17 × 22)<sup>□</sup>, B (11 × 17)<sup>□</sup>, A (8½ × 11)<sup>□</sup></li> <li>• Architecture<br/>E (36 × 48)<sup>□</sup>, D (24 × 36)<sup>□</sup>, C (18 × 24)<sup>□</sup>, B (12 × 18)<sup>□</sup>, A (9 × 12)<sup>□</sup></li> <li>• Other<br/>8½ × 14<sup>□</sup>, 30 × 42<sup>□</sup>, 21 × 30<sup>□</sup></li> </ul> Custom size:<br>Paper width: 11.00–36.00 inches<br>Paper length: 8.27–78.74 inches | 1 sheet        |
| Recycled Paper<br>51–94 g/m <sup>2</sup> (14–25 lb.)<br>Thin Paper–Plain Paper | Cut paper<br>Regular size: <ul style="list-style-type: none"> <li>• Engineering<br/>E (34 × 44)<sup>□</sup>, D (22 × 34)<sup>□</sup>, C (17 × 22)<sup>□</sup>, B (11 × 17)<sup>□</sup>, A (8½ × 11)<sup>□</sup></li> <li>• Architecture<br/>E (36 × 48)<sup>□</sup>, D (24 × 36)<sup>□</sup>, C (18 × 24)<sup>□</sup>, B (12 × 18)<sup>□</sup>, A (9 × 12)<sup>□</sup></li> <li>• Other<br/>8½ × 14<sup>□</sup>, 30 × 42<sup>□</sup>, 21 × 30<sup>□</sup></li> </ul> Custom size:<br>Paper width: 11.00–36.00 inches<br>Paper length: 8.27–78.74 inches | 1 sheet        |

| Paper type and weight   | Paper size   | Paper capacity |
|---|--|----------------|
| <p>Translucent Paper<br/>(vellum)<br/>51–94 g/m<sup>2</sup> (14–25 lb.)</p> <p>Thin Paper—Plain Paper</p> | <p>Cut paper</p> <p>Regular size:</p> <ul style="list-style-type: none"> <li>• Engineering<br/>E (34 × 44)□, D (22 × 34)□, C (17 × 22)□, B (11 × 17)□, A (8½ × 11)□</li> <li>• Architecture<br/>E (36 × 48)□, D (24 × 36)□, C (18 × 24)□, B (12 × 18)□, A (9 × 12)□</li> <li>• Other<br/>8½ × 14□, 30 × 42□, 21 × 30□</li> </ul> <p>Custom size:<br/>Paper width: 11.00–36.00 inches<br/>Paper length: 8.27–78.74 inches</p> | 1 sheet        |
| <p>Special Paper<br/>51–220 g/m<sup>2</sup> (14–59 lb.)</p> <p>Thin Paper—Thick Paper 2</p>               | <p>Cut paper</p> <p>Regular size:</p> <ul style="list-style-type: none"> <li>• Engineering<br/>E (34 × 44)□, D (22 × 34)□, C (17 × 22)□, B (11 × 17)□, A (8½ × 11)□</li> <li>• Architecture<br/>E (36 × 48)□, D (24 × 36)□, C (18 × 24)□, B (12 × 18)□, A (9 × 12)□</li> <li>• Other<br/>8½ × 14□, 30 × 42□, 21 × 30□</li> </ul> <p>Custom size:<br/>Paper width: 11.00–36.00 inches<br/>Paper length: 8.27–78.74 inches</p> | 1 sheet        |

| Paper type and weight  | Paper size   | Paper capacity |
|--|--|----------------|
| Film (Matted)<br>51–190 g/m <sup>2</sup> (14–51 lb.)<br><br>Thin Paper–Thick Paper I | <p>Cut paper</p> <p>Regular size:</p> <ul style="list-style-type: none"> <li>• Engineering<br/>E (34 × 44)□, D (22 × 34)□, C (17 × 22)□, B (11 × 17)□, A (8½ × 11)□</li> <li>• Architecture<br/>E (36 × 48)□, D (24 × 36)□, C (18 × 24)□, B (12 × 18)□, A (9 × 12)□</li> <li>• Other<br/>8½ × 14□, 30 × 42□, 21 × 30□</li> </ul> <p>Custom size:<br/>Paper width: 11.00–36.00 inches<br/>Paper length: 8.27–78.74 inches</p> | 1 sheet        |
| Coated (CAD)<br>80–125 g/m <sup>2</sup> (21–33 lb.)<br><br>Plain Paper–Middle Thick  | <p>Cut paper</p> <p>Regular size:</p> <ul style="list-style-type: none"> <li>• Engineering<br/>E (34 × 44)□, D (22 × 34)□, C (17 × 22)□, B (11 × 17)□, A (8½ × 11)□</li> <li>• Architecture<br/>E (36 × 48)□, D (24 × 36)□, C (18 × 24)□, B (12 × 18)□, A (9 × 12)□</li> <li>• Other<br/>8½ × 14□, 30 × 42□, 21 × 30□</li> </ul> <p>Custom size:<br/>Paper width: 11.00–36.00 inches<br/>Paper length: 8.27–78.74 inches</p> | 1 sheet        |

| Paper type and weight   | Paper size   | Paper capacity |
|---|--|----------------|
| Coated Paper<br>80–220 g/m <sup>2</sup> (21–59 lb.)<br>Plain Paper—Thick Paper<br>2 | Cut paper<br><br>Regular size: <ul style="list-style-type: none"><li>• Engineering<br/>E (34 × 44)<sup>□</sup>, D (22 × 34)<sup>□</sup>, C (17 × 22)<sup>□</sup>, B (11 × 17)<sup>□</sup>, A (8<sup>1</sup>/<sub>2</sub> × 11)<sup>□</sup></li><li>• Architecture<br/>E (36 × 48)<sup>□</sup>, D (24 × 36)<sup>□</sup>, C (18 × 24)<sup>□</sup>, B (12 × 18)<sup>□</sup>, A (9 × 12)<sup>□</sup></li><li>• Other<br/>8<sup>1</sup>/<sub>2</sub> × 14<sup>□</sup>, 30 × 42<sup>□</sup>, 21 × 30<sup>□</sup></li></ul><br>Custom size:<br>Paper width: 11.00–36.00 inches<br>Paper length: 8.27–78.74 inches | 1 sheet        |
| Inkjet Plain<br>51–125 g/m <sup>2</sup> (14–33 lb.)<br>Thin Paper—Middle Thick      | Cut paper<br><br>Regular size: <ul style="list-style-type: none"><li>• Engineering<br/>E (34 × 44)<sup>□</sup>, D (22 × 34)<sup>□</sup>, C (17 × 22)<sup>□</sup>, B (11 × 17)<sup>□</sup>, A (8<sup>1</sup>/<sub>2</sub> × 11)<sup>□</sup></li><li>• Architecture<br/>E (36 × 48)<sup>□</sup>, D (24 × 36)<sup>□</sup>, C (18 × 24)<sup>□</sup>, B (12 × 18)<sup>□</sup>, A (9 × 12)<sup>□</sup></li><li>• Other<br/>8<sup>1</sup>/<sub>2</sub> × 14<sup>□</sup>, 30 × 42<sup>□</sup>, 21 × 30<sup>□</sup></li></ul><br>Custom size:<br>Paper width: 11.00–36.00 inches<br>Paper length: 8.27–78.74 inches | 1 sheet        |

## Paper Thickness

| Paper Thickness *1 | Paper weight                         |
|--------------------|--------------------------------------|
| Thin Paper         | 51–79 g/m <sup>2</sup> (14–21 lb.)   |
| Plain Paper        | 80–94 g/m <sup>2</sup> (21–25 lb.)   |
| Middle Thick       | 95–125 g/m <sup>2</sup> (25–33 lb.)  |
| Thick Paper 1      | 126–190 g/m <sup>2</sup> (34–51 lb.) |
| Thick Paper 2      | 191–220 g/m <sup>2</sup> (51–59 lb.) |

\*1 Print quality will decrease if the paper you are using is close to the minimum or maximum weight.  
Change the paper weight setting to thinner or thicker.

### Note

- If you specify [Film (Matted)] for Paper Type, the Prevent Paper Abrasion setting is automatically selected, and you cannot change it. For details about Prevent Paper Abrasion, see "System Settings", Connecting the Machine/ System Settings⑤.
- When you print on matte film in a cold and dry environment, the back side of the paper might get dirty.
- If the paper loaded in Paper Input Locations 1 and 2 are the same type, thickness, and width, the machine automatically shifts to the other paper input location when the first paper input location runs out of paper. This function is called "Auto Tray Switching". This saves interrupting a copy run to replenish paper when making a large number of copies. See "System Settings", Connecting the Machine/ System Settings⑤. For the setting procedure of the Auto Tray Switching function, see "Copier / Document Server Features", Copy/ Document Server⑤.

## Paper Roll

- If humidity is high, and the paper roll has expanded due to moisture, be sure to cut off with scissors approximately 1000 mm (40 inches) before making copies or printing. Then load the paper roll, and select [Cut] on the screen.
- The sizes of paper that can be printed from the paper input locations differ according to the paper type. Plain paper and recycled paper up to 15000 mm (590.6 inches) can be printed on, and other types of paper up to 3600 mm (141.8 inches) can be printed on.
- Load a paper roll into Paper Input Location 1 that meets the following conditions:
  - Width of more than 841 mm (33.2 inches)
  - Paper thickness of 0.150 mm (0.006 inches) or more
  - Paper weight of 120 g/m<sup>2</sup> (32 lb.) or more

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## Cut Paper

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Straighten curled or warped paper before loading.

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## Translucent Paper

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- Smooth out any curls in the paper before loading translucent paper (vellum).
- When copying or printing an original or data that contains a lot of images, such as photos, onto the translucent (vellum) paper, let the printouts dry for about an hour before stacking them.

# Adding Ink

This section describes precautions when adding ink and sending scanned documents when ink runs out. It also describes recommendations and cautions for handling and storing ink.

## ⚠ CAUTION

- Keep ink and ink containers out of reach of children.

## ⚠ CAUTION

- If ink gets into contact with eyes, wash eyes immediately with running water. Consult a doctor if necessary.

## ⚠ CAUTION

- If ink is ingested, induce vomiting by drinking a strong saline solution. Consult a doctor immediately.

## ⚠ CAUTION

- When removing the print cartridge, avoid putting your hand near the place where the print cartridge is installed. If ink comes in contact with your hands, wash them thoroughly with soap and water.

## ⚠ CAUTION

- When removing jammed paper or replacing ink, avoid getting ink on your clothing. If ink comes into contact with your clothing, wash the stained area with cold water. Hot water will set the ink into the fabric and make removing the stain impossible.

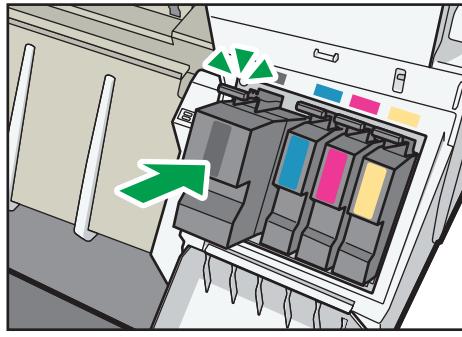
## ⚠ CAUTION

- When removing jammed paper or replacing ink, avoid getting ink on your skin. If ink comes into contact with your skin, wash the affected area thoroughly with soap and water.

## ★ Important

- Use only manufacturer-recommended print cartridges. Recommended cartridges have been safety-evaluated and will not damage the machine.
- When replacing print cartridges, make sure the machine's power is switched to "On". If the power is off, settings are canceled and printing cannot resume.
- Be sure to replace print cartridges when the machine requests you to do so.
- After replacing the print cartridge, close the cartridge cover and wait for the "Please wait." message to disappear before loading paper into the paper bypass location.

- If you load paper into the paper bypass location while the cartridge cover is open, "Paper Misfeed" may appear on the screen. If "Paper Misfeed" appears, follow the on-screen instructions to clear the misfeed.
- Do not touch the IC (integrated circuit) chip on ink cartridges.
- Do not open the cartridge cover other than when replacing the print cartridges. Doing so may result in misfeeds.
- Push in the print cartridge until the lever clicks. If it does not click into place, ink may leak inside the machine.



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When "Ink is almost empty." appears on the control panel, approximately 35% of the original amount of ink remains in the print cartridge. If "Ink is almost empty." appears on the control panel, prepare the appropriate color print cartridge. When this message appears, approximately 20% of the original amount of ink remains in the print cartridge. Have parts necessary for replacing print cartridges. Note that printing is not possible if only one cartridge is empty. When "No ink." appears on the control panel, replace corresponding color print cartridges.

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Follow the instruction on the screen regarding how to replace a print cartridge.

#### Note

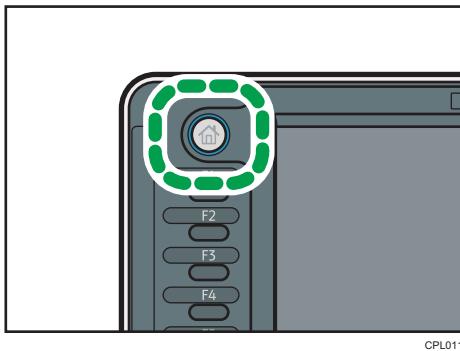
- You can check the name of the required print cartridge and the replacement procedure using the [Replace Print Cartridge] screen.
- For details about how to check contact number where you can order supplies, see "Enquiry", Maintenance and Specifications .
- For details about storing print cartridges, see p.143 "Ink".
- To protect the print head and ensure print quality, ink is consumed not only when printing, but also when the power switch is turned to "On", during head cleaning, flushing, and loading of cartridges. Therefore, the frequency of head cleaning or flushing will be increased and the print cartridge might run out of ink quickly even if the number of pages printed is extremely small.
- The reductions shown by the remaining ink indicator vary depending on the capacity of the cartridge.
- Be sure to check the color before inserting the print cartridges so as not to replace the wrong color.

- If, after replacing the print cartridge, add ink messages continue to appear, turn off the machine's power, and then turn it back on again.
- Print cartridges should be used up before their expiration date, ideally within six months of being removed from their packaging.
- Open the print cartridge pack immediately before replacement.
- Do not shake the print cartridge. Doing so can result in leakage.
- Do not disassemble the print cartridge.
- Do not turn off the power during the replacement procedure and do not disconnect the power plug from the wall outlet.
- Once it is inserted, do not remove the print cartridge unless necessary.
- Do not remove or tamper with the print cartridges during printing. This will cause printing to stop.

## Sending Scanned Documents When Ink Has Run Out

Even if ink runs out and  is displayed, scanned documents can still be sent.

1. Press the [Home] key on the top left of the control panel, and press the [Scanner] icon on the [Home] screen.



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2. Press [Exit], and then perform transmission operation.

The error message disappears.

## Ink

This section contains advice and cautions for handling and storing ink.

## Handling ink

### CAUTION

- Keep ink and ink containers out of reach of children.

Use only manufacturer-recommended print cartridges. Recommended cartridges have been safety-evaluated and will not damage the machine.

### Note

- For details about how to add print cartridges, see p.141 "Adding Ink".

## Storing ink

### CAUTION

- If ink gets into contact with eyes, wash eyes immediately with running water. Consult a doctor if necessary.

### CAUTION

- If ink is ingested, induce vomiting by drinking a strong saline solution. Consult a doctor immediately.

### CAUTION

- When removing jammed paper or replacing ink, avoid getting ink on your clothing. If ink comes into contact with your clothing, wash the stained area with cold water. Hot water will set the ink into the fabric and make removing the stain impossible.

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### CAUTION

- When removing jammed paper or replacing ink, avoid getting ink on your skin. If ink comes into contact with your skin, wash the affected area thoroughly with soap and water.

When storing print cartridges, the following precautions should always be followed:

- Do not store print cartridges where they will be exposed to direct sunlight
- Store print cartridges where the temperature is -30 to 43°C (-22 to 109.4°F) and the humidity is 15 to 80%
- Store print cartridges on a flat surface

## Used print cartridges

### **WARNING**

- Dispose of used ink containers in accordance with local regulations.

Print cartridge cannot be re-used.

#### **Region A** (mainly Europe)

If you want to discard your used ink container, please contact your local sales office. If you discard it by yourself, discard it according to the requirements of your local municipalities.

#### **Region B** (mainly North America)

Please see our local company website for information on the recycling of supply products, or you can recycle items according to the requirements of your local municipalities or private recyclers.

## Replacing an Ink Collector Unit

### ⚠️ WARNING

- The following explains the warning messages on the plastic bag used in this product's packaging.
  - Keep the polythene materials (bags, etc.) supplied with this machine away from babies and small children at all times. Suffocation can result if polythene materials are brought into contact with the mouth or nose.

### ⚠️ CAUTION

- Keep ink and ink containers out of reach of children.

### ⚠️ CAUTION

- When replacing ink collector unit, avoid getting ink on your clothing. If ink comes into contact with your clothing, wash the stained area with cold water. Hot water will set the ink into the fabric and make removing the stain impossible.

### ⚠️ CAUTION

- If ink gets into contact with eyes, wash eyes immediately with running water. Consult a doctor if necessary.

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### ⚠️ CAUTION

- If ink is ingested, induce vomiting by drinking a strong saline solution. Consult a doctor immediately.

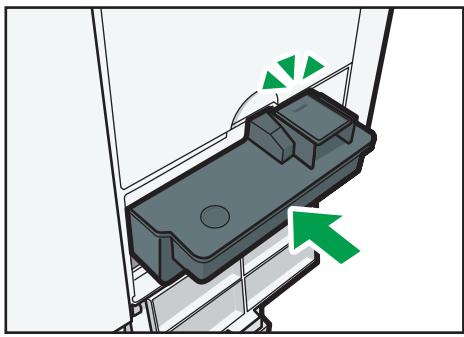
### ⚠️ CAUTION

- When removing jammed paper or replacing ink, avoid getting ink on your skin. If ink comes into contact with your skin, wash the affected area thoroughly with soap and water.

### ★ Important

- When removing the ink collector unit, do not touch the inside of the machine.
- Store the unused ink collector in the plastic bag.
- Do not touch the ink collector unit's chip contacts.
- Do not drop or tilt the ink collector unit. Doing so may result in leakage.
- Take care not to drop the ink collector unit when putting it in the supplied plastic bag. The bag might tear, causing ink to spill.

- Push in the ink collector unit until the lever clicks. If it does not click into place, ink may leak inside the machine.



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- Do not open the ink collector unit cover other than when replacing the ink collector unit. Doing so may result in misfeeds.

Follow the instruction on the screen regarding how to replace an ink collector unit.



# 9. Troubleshooting

This chapter describes basic troubleshooting procedures.

## Indicators

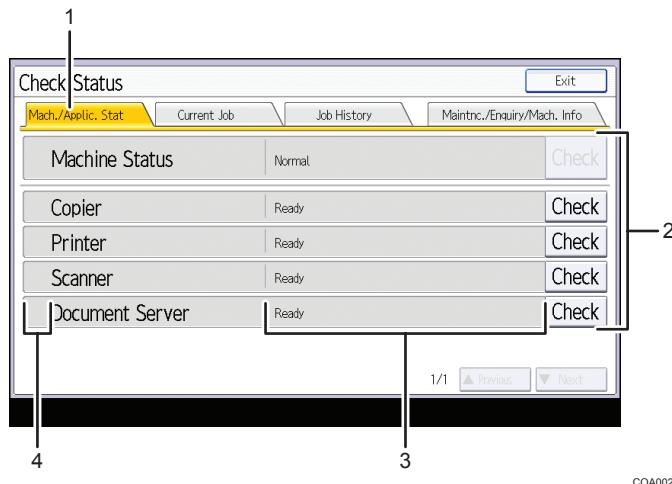
This section describes the indicators displayed when the machine requires the user to remove misfed paper, to add paper, or to perform other procedures.

| Indicator  | Status  |
|--|---|
|  : Paper Misfeed indicator    | Appears when a paper misfeed occurs.<br>For details about removing jammed paper, see "Removing Jammed Paper", Troubleshooting  .     |
|  : Original Misfeed indicator | Appears when an original misfeed occurs.<br>For details about removing jammed paper, see "Removing Jammed Paper", Troubleshooting  . |
|  : Load Paper indicator       | Appears when paper runs out.<br>For details about loading paper, see "Loading Paper", Paper Specifications and Adding Paper  .   |
|  : Add Ink indicator        | Appears when ink runs out.<br>For details about adding ink, see "Replacing Print Cartridges", Maintenance and Specifications  .  |
|  : Waste Ink Full indicator | Appears when the ink collector unit is full.<br>Contact your sales or service representative.   |
|  : Service Call indicator   | Appears when the machine is malfunctioning or requires maintenance.   |
|  : Cover Open indicator     | Appears when one or more covers of the machine are open.  |

# When an Indicator for the [Check Status] Key Is Lit

If an indicator for the [Check Status] key lights up, press the [Check Status] key to display the [Check Status] screen. Check the status of each function in the [Check Status] screen.

## [Check Status] screen



CQA002

### 1. [Mach./Applc. Stat] tab

Indicates the status of the machine and each function.

### 2. [Check]

If an error occurs in the machine or a function, press [Check] to view details.

Pressing [Check] displays an error message or the corresponding function screen. Check the error message displayed on the function screen and take the appropriate action.

- p.177 "Messages Displayed When Using the Copy/Document Server Function"
- p.180 "Messages Displayed When Using the Printer Function"
- p.191 "Messages Displayed When Using the Scanner Function"

### 3. Messages

Displays a message that indicates the status of the machine and each function.

### 4. Status icons

Each icon that can be displayed is described below:

The function is performing a job.

An error has occurred on the machine.

An error has occurred in the function being used. Or, the function cannot be used because an error has occurred on the machine.

The following table explains problems that cause the indicator to light:

| Problem  | Causes  | Solutions  |
|--|---|--|
| Documents and reports do not print out.          | There is no paper left.   | Load paper. For details about loading paper, see "Loading Paper", Paper Specifications and Adding Paper  .  |
| An error has occurred.                           | A function which has the status "Error Occurred" in the [Check Status] screen is defective. | Press [Check] in the function which the error has occurred. Then check the displayed message, and take appropriate action. For details about error messages and their solutions, see p.177 "When Messages Are Displayed on the Control Panel".<br>You can use other functions normally.  |
| The machine is unable to connect to the network. | A network error has occurred.   | <ul style="list-style-type: none"> <li>• Press [Check] in the function which error is occurred. And then check the displayed message, and take appropriate action. For details about error messages and their solutions, see p.177 "When Messages Are Displayed on the Control Panel".</li> <li>• Check that the machine is correctly connected to the network, and that the machine is correctly set. For details about how to connect the network, see "Interface Settings", Connecting the Machine/ System Settings .</li> <li>• For details about connecting to the network, contact your administrator.</li> <li>• If the indicator is still lit even after trying to solve the problem as described here, contact your service representative.</li> </ul> |

## Panel Tone

The following table describes the meaning of the various beep patterns that the machine produces to alert users about left originals and other machine conditions.

| Beep pattern                          | Meaning                      | Causes   |
|---------------------------------------|------------------------------|--|
| Single short beep                     | Panel/screen input accepted. | A control panel or screen key was pressed.   |
| Short, then long beep                 | Panel/screen input rejected. | An invalid key was pressed on the control panel or screen, or the entered password was incorrect.                          |
| Single long beep                      | Job completed successfully.  | A Copier/Document Server Features job has finished.  |
| Two long beeps                        | Machine has warmed up.       | When the power is turned on or the machine exits Sleep mode, the machine has fully warmed up and is ready for use.         |
| Five long beeps                       | Soft alert                   | An auto reset was performed through the simple screen of the Copier/ Document Server function or the Scanner function.     |
| Five long beeps repeated four times.  | Soft alert                   | Paper is empty.  |
| Five short beeps repeated five times. | Strong alert                 | The machine requires user attention because paper has jammed, the ink needs replenishing, or other problems have occurred. |

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### Note

- Users cannot mute the machine's beep alerts. When the machine beeps to alert users of a paper jam or ink request, if the machine's covers are opened and closed repeatedly within a short space of time, the beep alert might continue, even after normal status has resumed.
- You can select to enable or disable beep alerts. For details about Panel Key Sound, see "General Features", Connecting the Machine/ System Settings ⑥.

# When You Have Problems Operating the Machine

This section describes common problems and messages. If other messages appear, follow the instructions displayed.

| Problem   | Causes  | Solutions   |
|---|---|---|
| The [Printer] or [Scanner] icon does not appear on the [Home] screen even though the copier screen appears when the machine is turned on using the main power switch. | Functions other than the copier function are not yet ready.   | Functions appear on the [Home] screen when they become ready for use. Time required varies by function. Wait a little longer.                       |
| The machine has just been turned on and the User Tools screen is displayed, but the User Tools menu has items missing.  | Functions other than the copier function are not yet ready.   | Functions appear in the User Tools menu when they become ready for use. Time required varies by function. Wait a little longer.                     |
| Can only use the scanner function and scan originals.   | The machine is performing maintenance operations.   | Wait until the maintenance operations are finished.   |
| The machine does not enter Sleep mode even though it has finished printing.   | There is still cut paper in the paper output location.  | Remove the remaining paper from the paper output location.  |
| The lamp remains lit and the machine does not enter Sleep mode even though the [Energy Saver] key was pressed.  | <ul style="list-style-type: none"> <li>• The machine is communicating with external equipment.</li> <li>• The hard disk is active.</li> </ul> | <ul style="list-style-type: none"> <li>• Check if the machine is communicating with external equipment.</li> <li>• Wait a little longer.</li> </ul> |
| The display is off.   | The machine is in Low Power Mode.   | Touch the display panel or press one of the keys on the control panel to cancel Low Power Mode.   |
| The display is off.   | The machine is in Sleep Mode.   | Press the [Energy Saver] key or the [Check Status] key to cancel Sleep Mode.  |

| Problem   | Causes  | Solutions  |
|---|---|--|
| Nothing happens when the [Check Status] key or the [Energy Saver] key is pressed. | The main power switch is turned off.  | Turn on the main power switch.   |
| "Please wait." appears.   | This message appears when you press the [Energy Saver] key.                                       | Wait for a while. If the machine is not ready in 10 minutes, turn off the main power switch and make sure the main power indicator turns off. Wait at least 10 seconds and then turn the main power switch on again. If the machine is still not ready in 10 minutes, contact your service representative.   |
| "Please wait." appears.   | This message appears when the machine is warming up.  | <ul style="list-style-type: none"> <li>Wait until the message disappears. Do not turn off the main power switch while the message is displayed.</li> <li>If the machine is not ready in 5 minutes, turn off the main power switch and make sure the main power indicator turns off. Wait at least 10 seconds and then turn the main power switch on again. If the machine is still not ready in 5 minutes, contact your service representative.</li> </ul>   |
| "Please wait." appears.   | The current environmental condition is outside the recommended temperature range for the machine. | <ul style="list-style-type: none"> <li>Check the optimum environmental conditions for the machine and move it to a different location.</li> <li>Leave the machine for a while and allow it to adapt to the environment.</li> </ul> <p>For details about the optimum environmental conditions for the machine, see "Optimum Environmental Conditions After Moving the Machine", Maintenance and Specifications .</p> |

| Problem   | Causes  | Solutions  |
|---|---|--|
| "Please wait." appears.                                       | This message appears when you change the print cartridge.   | <ul style="list-style-type: none"> <li>• Wait until the message disappears. Do not turn off the main power switch while the message is displayed.</li> <li>• If the machine is not ready in 10 minutes, turn off the main power switch and make sure the main power indicator turns off. Wait at least 10 seconds and then turn the main power switch on again. If the machine is still not ready in 10 minutes, contact your service representative.</li> </ul> |
| "Memory is full. Do you want to store scanned file?" appears. | The scanned originals exceed the number of sheets/ pages that can be stored on the hard disk.   | <ul style="list-style-type: none"> <li>• Press [Yes] to store pages that have been scanned. Delete unnecessary files by pressing [Delete File].</li> <li>• Press [No] if you are not storing pages that have been scanned. Delete unnecessary files by pressing [Delete File].</li> </ul>  |
| "Self checking..." appears.                                   | <ul style="list-style-type: none"> <li>• The machine is performing image adjustment operations.</li> <li>• The machine is cleaning its print-head.</li> </ul> | The machine may perform periodic maintenance during operations. The frequency and duration of maintenance depends on the humidity, temperature, and printing factors such as number of prints, paper size, and paper type. Wait for the machine to get ready.  |
| The user code entry screen is displayed.                      | Users are restricted by User Code Authentication.   | For details about how to log in when User Code Authentication is enabled, see "When the Authentication Screen is Displayed", Getting Started  .   |

| Problem  | Causes   | Solutions  |
|--|--|--|
| The Authentication screen appears.   | Basic Authentication, Windows Authentication, LDAP Authentication or Integration Server Authentication is set. | Enter your Login User Name and Login Password. For details about the Authentication screen, see "When the Authentication Screen is Displayed", Getting Started⑥.   |
| "Authentication has failed." appears.  | The entered Login User Name or Login Password is not correct.  | For details about the correct Login User Name and Login Password, see Security Guide⑥.   |
| "Authentication has failed." appears.  | The machine cannot perform authentication.   | For details about authentication, see Security Guide⑥.   |
| "You do not have the privileges to use this function." continues to be displayed even though you have entered a valid user name.         | The logged in user name does not have permission for the selected function.                                    | For details about how to set permissions, see Security Guide⑥.   |
| The edge of the paper roll cannot be fed back into the machine automatically.  | The paper roll is set at an angle.   | Insert the edge of the paper roll squarely under the rollers of the paper feeding slit. For details about loading paper, see "Loading Paper", Paper Specifications and Adding Paper⑥.  |
| The edge of the paper roll cannot be fed back into the machine automatically when it is set in Paper Input Location 2 in Low Power mode. | The paper input location cover is not raised when the paper roll is set in Paper Input Location 2.             | <ul style="list-style-type: none"> <li>Raise the paper input location cover before setting the paper roll. For details about loading paper, see "Loading Paper", Paper Specifications and Adding Paper⑥.</li> <li>Exit Low Power mode. For details about exiting Low Power mode, see "Saving Energy", Getting Started⑥.</li> </ul> |

| Problem   | Causes   | Solutions   |
|---|--|---|
| The paper cannot be easily loaded into the paper bypass location.                   | The paper is curled excessively.   | Before loading the paper, flatten out the paper to remove the curl. For details about loading paper into the paper bypass location, see "Loading Paper into the Paper Bypass Location", Paper Specifications and Adding Paper  . |
| Cannot specify the paper type and thickness when loading paper.                     | The [User Tools / Counter / Enquiry] screen is currently displayed.  | Switch to the [Copier] screen, the [Document Server] screen, or the [Printer] screen before loading paper. For details about loading paper, see "Loading Paper", Paper Specifications and Adding Paper  .                      |
| An error message remains, even if misfed paper is removed.                          | <ul style="list-style-type: none"> <li>• When a misfeed message appears, it remains until you open and close the front cover as required.</li> <li>• Paper is still jammed in the paper input location.</li> </ul> | After removing misfed paper, fully open the front cover, and then close it. For details about removing jammed paper, see "Removing Jammed Paper", Troubleshooting  .   |
| "Cover Open" remains displayed.   | The paper input location cover is not fully lowered.   | Press down on the paper input location cover.   |
| An error message remains displayed even if the indicated cover is closed.           | One or more covers that are not indicated are still open.  | Close all the covers of the machine.  |
| The paper input location cover is held down by its own weight and cannot stay open. | The magnet that holds the paper input location cover in place is covered with dust.  | Wipe the magnet with a soft dry cloth.  |

| Problem   | Causes  | Solutions  |
|---|---|--|
| Original images are printed on the reverse side of the paper. | You may have loaded the paper incorrectly.                          | Load paper into the paper bypass location with the print side up. For details about loading paper into the paper bypass location, see "Loading Paper into the Paper Bypass Location", Paper Specifications and Adding Paper  .  |
| Print is disabled.  | Ink has run out.  | Both Black & White and Color print are disabled if only one of the four ink colors runs out. Replace the print cartridge before this happens. For the replacement procedure, see "Replacing Print Cartridges", Maintenance and Specifications  .  |
| Print is disabled.  | The ink collector unit is full.                                     | Contact your sales or service representative.  |
| Misfeeds occur frequently.                                    | Using curled cut paper often causes misfeeds or soiled paper edges. | <ul style="list-style-type: none"> <li>Load the paper up side down so that the curled edges face downward. For details about recommended paper, see "Recommended Paper", Paper Specifications and Adding Paper .</li> <li>Lay cut paper on a flat surface to prevent paper from curling, and do not lean it against the wall. For details about the proper way to store paper, see "Paper Storage", Paper Specifications and Adding Paper .</li> </ul> |
| Misfeeds occur frequently.                                    | The paper is wrinkled or has been folded/creased.                   | <ul style="list-style-type: none"> <li>Cut folded or wrinkled areas off the paper roll.</li> <li>Replace cut paper that is folded or wrinkled.</li> </ul>  |

| Problem   | Causes   | Solutions   |
|---|--|---|
| Misfeeds occur frequently.  | Jammed or torn paper is inside the machine.  | Remove the paper as necessary. For details about removing jammed paper, see "Removing Jammed Paper", Troubleshooting⑥.  |
| Misfeeds occur frequently.  | You may have loaded paper of a size different from the paper size settings.  | <ul style="list-style-type: none"> <li>Remove misfed paper. For details about removing jammed paper, see "Removing Jammed Paper", Troubleshooting⑥.</li> <li>Select a proper paper size. For details about how to change the paper size, see "Changing the Paper Size", Paper Specifications and Adding Paper⑥.</li> </ul>                  |
| "Turn main Power Switch off" appears.   | The machine does not shut down normally when the main power switch is turned off, and then immediately turned on.                                | Turn off the main power switch. Wait for 10 seconds or more after the main power indicator goes out, and then turn it on again.   |
| "Shutting down... Please wait. Main power will be turned off automatically. Maximum waiting time: 2 minute(s)" appears. | The shut down procedure has begun because the main power switch was turned off while the machine was in standby mode or performing an operation. | Follow the message that appears and wait until the machine has shut down. Do not turn on the main power switch while this message is displayed. If the main power switch has been turned on, follow the message that appears. For details about turning the main power switch on and off, see "Turning On/Off the Power", Getting Started⑥. |
| The machine makes a loud clicking sound shortly after the main power switch is turned off.                              | The main power switch makes a loud clicking sound inside the machine when the main power is turned off automatically.                            | You will hear a loud clicking sound inside the machine when it shuts down. This is not a malfunction.   |
| An error has occurred when the Address Book is changed from the display panel or Web Image Monitor.                     | The Address Book cannot be changed while deleting the multiple stored documents.   | Wait a while, and then retry the operation.   |

| Problem   | Causes  | Solutions   |
|---|---|---|
| Cannot use Web Image Monitor to print documents stored in Document Server.              | When [Print Volum. Use Limit.] is specified, users cannot print beyond their print volume use limitations. Print jobs selected by users who have reached their print volume use limitations will be canceled. | <ul style="list-style-type: none"> <li>For details about specifying [Print Volum. Use Limit.], see Security Guide .</li> <li>To view the status of a print job, see [Print Job History]. In Web Image Monitor, click [Job] on the [Status/Information] menu. And then click [Print Job History] in "Document Server".</li> </ul> |
| "Home is in use by another function." appears.  | The [Home] screen is being edited by another function.  | Wait for a while, and then try to create the shortcut on the [Home] screen again.   |
| "The image data size is not valid. See the manual for required data." appears.          | The image data size is not valid.   | For details about the image data size for shortcut images, see "Customizing the [Home] Screen", Convenient Functions  .  |
| "The format of the image data is not valid. See the manual for required data." appears. | The file format of the shortcut image to be added is not supported.   | The file format of shortcut images to be added must be JPEG. Specify the image again.   |
| Performing an adjustment fails.   | An error occurred while an adjustment was being performed.  | Check why the error occurred, and then perform the adjustment again. For details about possible error causes, see "Maintenance", Troubleshooting  .  |

 Note

- If you cannot make copies as you want because of paper type or paper size problems, use recommended paper. For details about recommended paper, see "Recommended Paper", Paper Specifications and Adding Paper .

# When Print Results Are Not Satisfactory

If there is a problem with the quality of the printing such as dirty or faint and patchy prints, first check the condition of the machine.

## Checking Whether the Print-heads Scratch the Paper

Set Prevent Paper Abrasion mode if the prints have smeared ink.

### Important

- Setting Prevent Paper Abrasion mode may result in lower print quality and speed.

Depending on the type of paper, images to be printed, or the print quality, the print-heads may scratch the paper, causing the ink to smear. If this occurs, set Prevent Paper Abrasion mode, and then try printing again.

Prevent Paper Abrasion mode raises the print-heads to prevent smeared ink on the prints.

### Note

- If you specify [Film (Matted)] for Paper Type, the machine specifies Prevent Paper Abrasion mode automatically.
- For details about setting Prevent Paper Abrasion mode, see "General Features", Connecting the Machine/ System Settings ⑥.

## Checking Whether a Nozzle is Clogged

Print the nozzle check test pattern to check whether the print-head nozzles are all ejecting ink properly, and, if necessary, carry out head cleaning or flushing.

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1. Print the nozzle check test pattern.
2. If the pattern is patchy, clean the print-heads, then print the test pattern and check the result.
3. Do not use the machine for at least 10 minutes, then print the test pattern again and check the result.
4. Clean the print-heads, and then print the test pattern. Then, clean and print a second time, and then check the result.
5. If the pattern is still patchy, flush the print-heads, then print the test pattern again and check the result.
6. Do not use the machine for at least 10 minutes, then print the test pattern again and check the result.

- 7. If the pattern is still patchy, leave the machine for about eight hours. Then, print the test pattern and check the result.**

This should resolve the problem. If the test pattern is still patchy, contact your service representative.

 **Note**

- For details about printing the test pattern, see p.163 "Print Nozzle Check Pattern".
- For details about head cleaning, see p.165 "Clean Print-heads".
- For details about head flushing, see p.166 "Flush Print-heads".

# Maintenance

Repeated printing may dirty or clog parts of the machine's interior, reducing printing quality. This can be corrected using [Maintenance].

## Print Nozzle Check Pattern

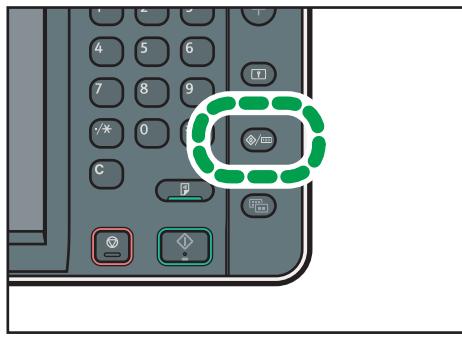
Print the test pattern to check for non-firing nozzles.

To check the print results of the test pattern, proceed to step 5.

### ★ Important

- Printing the test pattern consumes ink. Perform this function only when necessary.
- Adjustment results vary depending on the Prevent Paper Abrasion mode's status. If you perform an adjustment while Prevent Paper Abrasion mode is enabled and do not want to print using this mode, cancel Prevent Paper Abrasion mode, and then perform the adjustment again.
- During printing the test pattern, do not conduct any other operations.
- An error will occur and test patterns will not print if:
  - There is a misfeed.
  - One of the machine's covers is open.
  - The machine is performing maintenance operations.
  - The machine has run out of ink.
  - The machine has run out of paper.

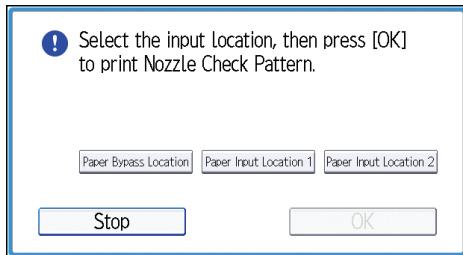
1. Press the [User Tools/Counter] key.



CJS039

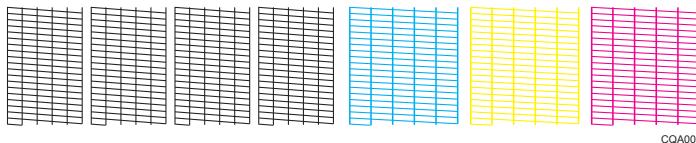
2. Press [Maintenance].
3. Press [Print Nozzle Check Pattern].

**4. Select the paper input location from which you want to print out the test pattern, and then press [OK].**



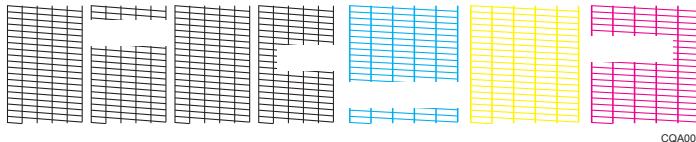
**5. Check the print results of the test pattern.**

- Normal print results:



CQA003

- If a nozzle is not firing:



CQA004

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The print results of the test pattern correspond to, from left to right, [Black 1], [Black 2], [Cyan], and [Magenta/Yellow] for the [Clean Print-heads] and [Flush Print-heads] functions in [Maintenance].

For example, if the print results indicate that the test pattern of Black 1 is not firing, select [Black 1] for [Clean Print-heads] or [Flush Print-heads] to reactivate the nozzle.

**6. Press [Exit].**

If a nozzle is not firing, perform head cleaning.

**7. Press the [User Tools/Counter] key.**

**Note**

- For details about Prevent Paper Abrasion mode, see p.161 "Checking Whether the Print-heads Scratch the Paper".
- For details about head cleaning, see p.165 "Clean Print-heads".

## Clean Print-heads

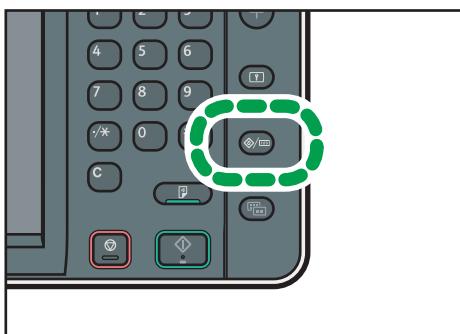
Use this function to clean the print-heads if a specific color is not printing or prints out unclearly.

Perform this function on a color basis.

### Important

- Head cleaning consumes ink. Perform this function only when necessary.
- Perform no other operations during head cleaning.
- Head cleaning is not possible if even one color has run out.
- Cleaning may be incomplete if ink in a cartridge gets too low or runs out during cleaning.
- An error will occur and head cleaning will not be possible if:
  - There is a misfeed.
  - One of the machine's covers is open.
  - The machine is performing maintenance operations.
  - The machine has run out of ink.
  - The machine has run out of paper.

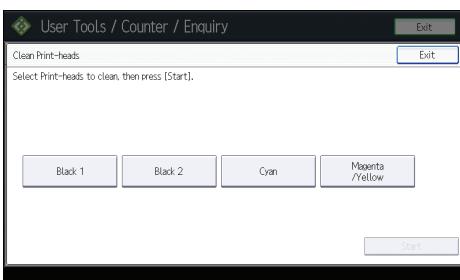
#### 1. Press the [User Tools/Counter] key.



CJS039

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2. Press [Maintenance].
3. Press [Clean Print-heads].
4. Select the color of the head you want to clean, and then press [Start].



**5. Press [Exit].**

To check the results of head cleaning, print the test pattern.

**6. Press the [User Tools/Counter] key.****Note**

- If a nozzle still fails to start firing, perform head cleaning again. For details about checking the condition of the print-heads, see p.161 "Checking Whether a Nozzle is Clogged".
- For details about printing the test pattern, see p.163 "Print Nozzle Check Pattern".

## Flush Print-heads

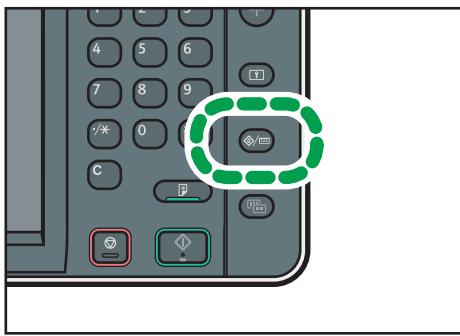
Use this function to clean the print-heads far more thoroughly. It consumes much more ink than head cleaning.

Use this function only if repeated head cleaning fails to reactivate a mis- or nonfiring nozzle. Perform this function on a color basis.

**Important**

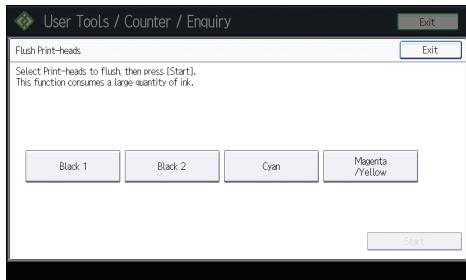
- Flushing consumes ink. Perform this function only when necessary.
- Perform no other operations during flushing.
- Flushing is not possible if even one color has run out.
- Flushing may be incomplete if ink in a cartridge gets too low or runs out during flushing.
- An error will occur and flushing will not be possible if:
  - There is a misfeed.
  - One of the machine's covers is open.
  - The machine is performing maintenance operations.
  - The machine has run out of ink.
  - The machine has run out of paper.

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**1. Press the [User Tools/Counter] key.**

CJS039

- 2. Press [Maintenance].**
- 3. Press [Flush Print-heads].**
- 4. Select the color of the head you want to flush, and then press [Start].**



- 5. Press [Exit].**

To check the results of head flushing, print the test pattern.

- 6. Press the [User Tools/Counter] key.**

#### Note

- For details about printing the test pattern, see p.163 "Print Nozzle Check Pattern".

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## Adjustment

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### Auto Adjust Head Position

If bidirectional printing produces misaligned verticals or blurred colors, printing the test pattern will recalibrate the machine. The test pattern differs depending on the print quality.

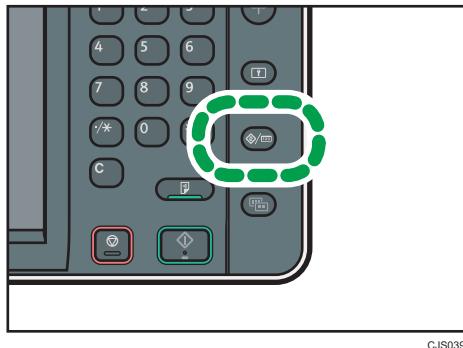
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#### Important

- Printing the test pattern consumes ink. Perform this function only when necessary.
- Adjustment results vary depending on the Prevent Paper Abrasion mode's status. If you perform an adjustment while Prevent Paper Abrasion mode is enabled and do not want to print using this mode, cancel Prevent Paper Abrasion mode, and then perform the adjustment again.
- Perform no other operations while the test pattern is printing.
- An error will occur and test patterns will not print if:
  - There is a misfeed.
  - One of the machine's covers is open.
  - The machine is performing maintenance operations.
  - The machine has run out of ink.
  - The machine has run out of paper.

- An adjustment sensor failure occurred while performing an adjustment.

**1. Press the [User Tools/Counter] key.**

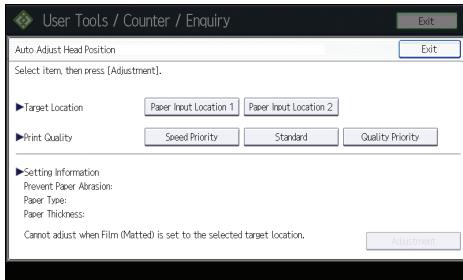


CJS039

**2. Press [Maintenance].**

**3. Press [Auto Adjust Head Position].**

**4. Select the items of the head position you want to adjust, and then press [Adjustment].**



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The print quality you need to select differs depending on the write mode you want to adjust the head position for.

- Select [Standard] for normal printing.
- Select [Speed Priority] to prioritize the adjustment time.
- Select [Quality Priority] to prioritize the print quality.

**5. Press [Exit].**

If Auto Adjust Head Position has failed, perform Manual Adjust Head Position.

**6. Press the [User Tools/Counter] key.**

**↓ Note**

- Auto Adjust Head Position cannot be performed when "Paper Type" is set to [Film (Matted)]. Perform Manual Adjust Head Position.
- Auto Adjust Head Position cannot be performed for the paper bypass location. Perform Manual Adjust Head Position.

- For details about Prevent Paper Abrasion mode, see p.161 "Checking Whether the Print-heads Scratch the Paper".
- For details about Manual Adjust Head Position, see p.169 "Manual Adjust Head Position".

## Manual Adjust Head Position

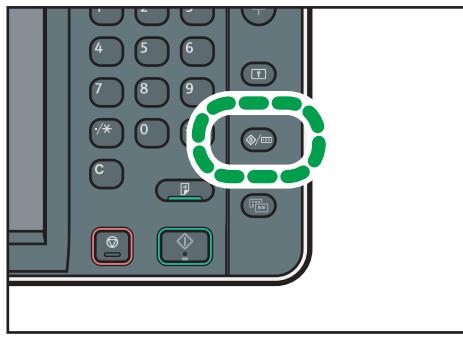
If Auto Adjust Head Position has failed, perform Manual Adjust Head Position.

To check the print results of the test pattern, proceed to step 5.

### ★ Important

- Printing the test pattern consumes ink. Perform this function only when necessary.
- Adjustment results vary depending on the Prevent Paper Abrasion mode's status. If you perform an adjustment while Prevent Paper Abrasion mode is enabled and do not want to print using this mode, cancel Prevent Paper Abrasion mode, and then perform the adjustment again.
- Perform no other operations while the test pattern is printing.
- An error will occur and test patterns will not print if:
  - There is a misfeed.
  - One of the machine's covers is open.
  - The machine is performing maintenance operations.
  - The machine has run out of ink.
  - The machine has run out of paper.

### 1. Press the [User Tools/Counter] key.

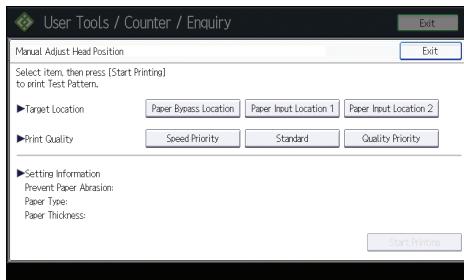


CJS039

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2. Press [Maintenance].
3. Press [Manual Adjust Head Position].

**4. Select the items of the head position you want to adjust, and then press [Start Printing].**

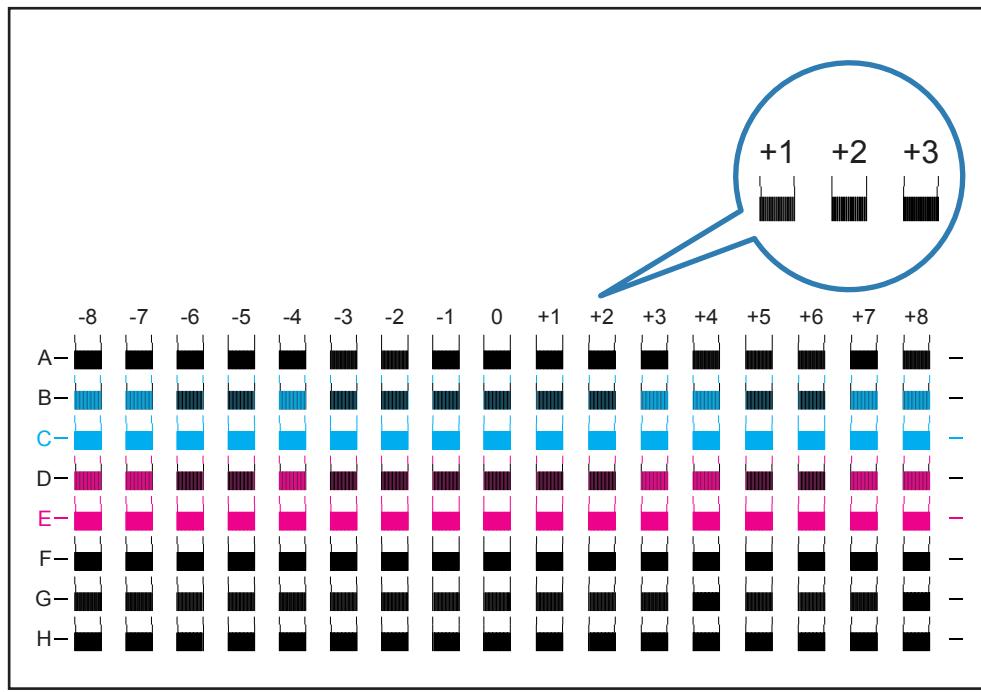


The print quality you need to select differs depending on the write mode you want to adjust the head position for.

- Select [Standard] for normal printing.
- Select [Speed Priority] to prioritize the adjustment time.
- Select [Quality Priority] to prioritize the print quality.

**5. Check the optimal adjustment value based on the print results of the test pattern.**

The optimal adjustment value is the number above the square pattern that has the faintest color closest to gray and aligned verticals on both sides. If the value in column "A" is "+2", the adjustment value of "A" is "+2".



CQA005

**6. Press [Adjustment].**

**7. Enter the adjustment value with [+] [-], and then press [OK].**

## 8. Press [Exit].

To check the results of adjustment, print the test pattern again.

## 9. Press the [User Tools/Counter] key.

### Note

- For details about Prevent Paper Abrasion mode, see p.161 "Checking Whether the Print-heads Scratch the Paper".

## Adjust Print Position

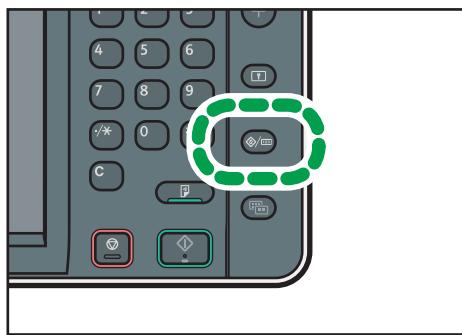
This function prints the test sheet for adjusting the print start position of paper on a paper input location basis.

To check the print results of the test sheet, proceed to step 6.

### Important

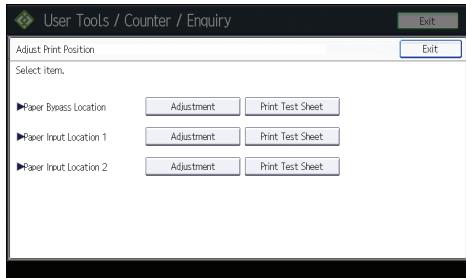
- Printing the test sheet consumes ink. Perform this function only when necessary.
- Adjustment results vary depending on the Prevent Paper Abrasion mode's status. If you perform an adjustment while Prevent Paper Abrasion mode is enabled and do not want to print using this mode, cancel Prevent Paper Abrasion mode, and then perform the adjustment again.
- Perform no other operations while the test sheet is printing.
- An error will occur and test sheets will not print if:
  - There is a misfeed.
  - One of the machine's covers is open.
  - The machine is performing maintenance operations.
  - The machine has run out of ink.
  - The machine has run out of paper.

## 1. Press the [User Tools/Counter] key.



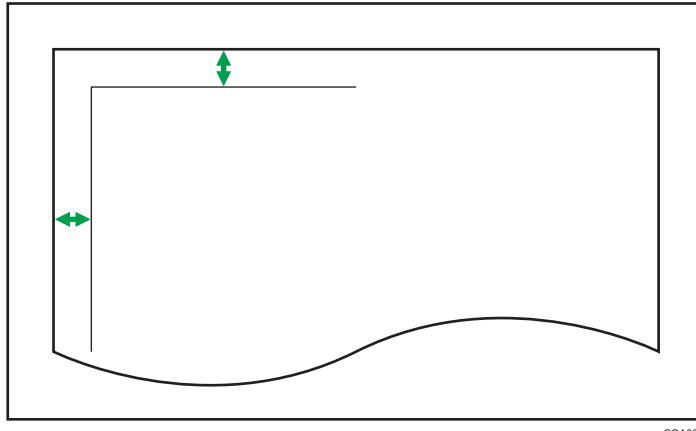
## 2. Press [Maintenance].

3. Press [Adjust Print Position].
4. Select the paper input location of the print position you want to adjust, and then press [Print Test Sheet].



5. Press [Start Printing].
6. Check the optimal adjustment value based on the print results of the test sheet.

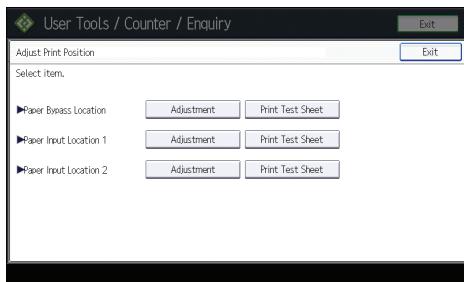
- Measure the margins between the center of the printed lines and the paper edges.



CQA006

- Adjust so that the margins are 5 mm (0.20 inches). For example, if the center of the horizontal line is printed 4 mm (0.16 inches) from the top edge of the sheet, the adjustment value of "Top Margin" is "1.0 mm (0.04 inches)".
- In the same manner, if the center of the vertical line is printed 8 mm (0.32 inches) from the left edge of the sheet, the adjustment value of "Left Margin" is "-3.0 mm (-0.12 inches)".

- 7. Select the paper input location of the print position you selected to adjust, and then press [Adjustment].**



- 8. Enter the adjustment values, and then press [OK].**

- Press [ $\uparrow$ ] and [ $\downarrow$ ] to enter the adjustment value of "Top Margin".
- Press [ $\leftarrow$ ] and [ $\rightarrow$ ] to enter the adjustment value of "Left Margin".

- 9. Press [Exit].**

To check the results of adjustment, print the test sheet again.

- 10. Press the [User Tools/Counter] key.**

#### Note

- For details about Prevent Paper Abrasion mode, see p.161 "Checking Whether the Print-heads Scratch the Paper".

## Adjust Paper Feed

This function prints the test sheet for adjusting paper feed if misalignment of horizontals or image surface irregularities occurs.

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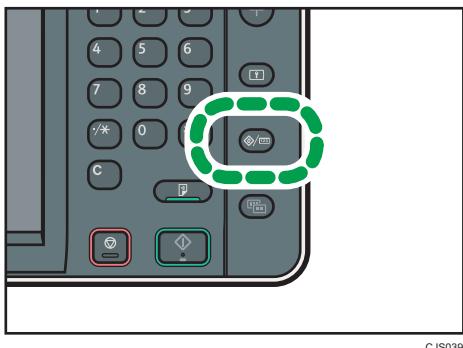
To check the print results of the test sheet, proceed to step 6.

#### Important

- Printing the test sheet consumes ink. Perform this function only when necessary.
- Adjustment results vary depending on the Prevent Paper Abrasion mode's status. If you perform an adjustment while Prevent Paper Abrasion mode is enabled and do not want to print using this mode, cancel Prevent Paper Abrasion mode, and then perform the adjustment again.
- Perform no other operations while the test sheet is printing.
- An error will occur and test sheets will not print if:
  - There is a misfeed.
  - One of the machine's covers is open.
  - The machine is performing maintenance operations.
  - The machine has run out of ink.

- The machine has run out of paper.

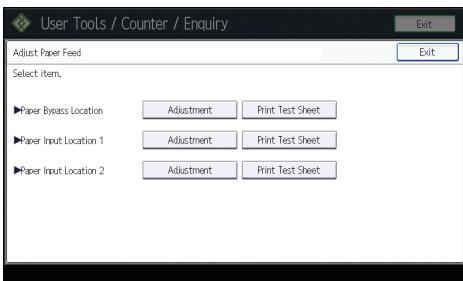
**1. Press the [User Tools/Counter] key.**



**2. Press [Maintenance].**

**3. Press [Adjust Paper Feed].**

**4. Select the paper input location of the paper feed you want to adjust, and then press [Print Test Sheet].**

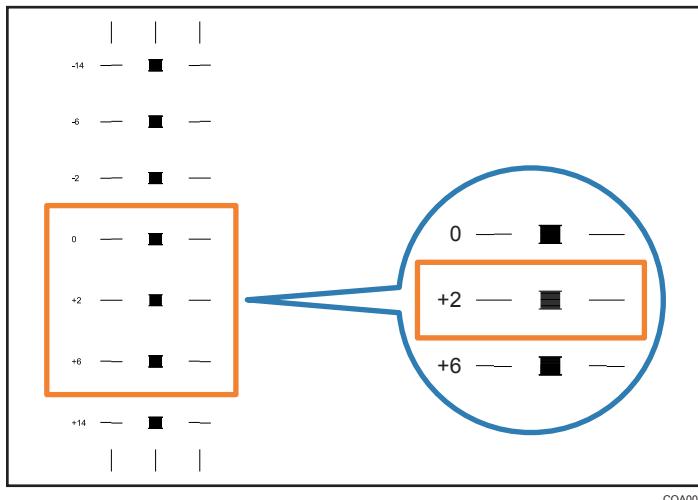


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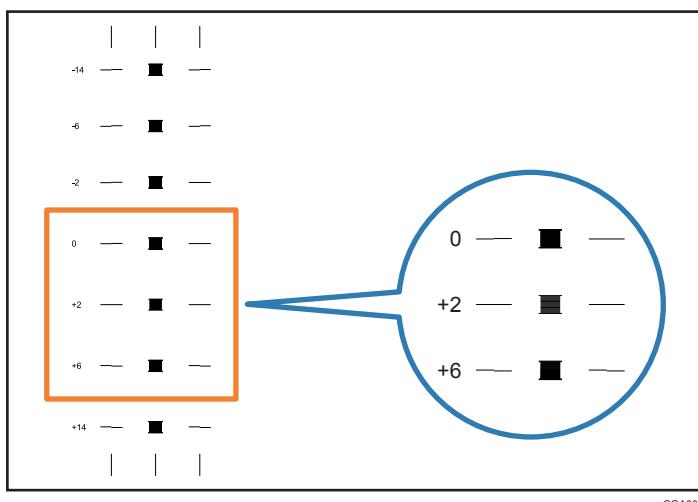
**5. Press [Start Printing].**

**6. Check the optimal adjustment value based on the print results of the test sheet.**

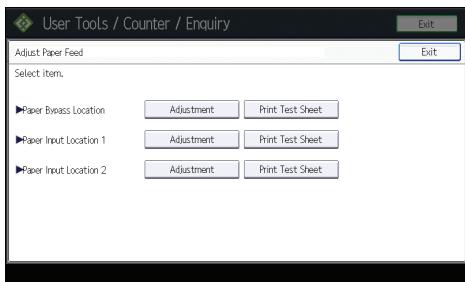
- The optimal adjustment value is the number next to the square pattern that has the faintest color closest to gray and aligned horizontals on both sides. If the value on the left of the pattern is "+2", the adjustment value is "+2".



- If the horizontal lines on the both sides of the faintest square are misaligned, determine an adjustment value based on a pattern that is above or below, whose horizontals are misaligned in the opposite direction. For example, "+2" square is the faintest and the horizontals on both sides of "+6" are in the opposite direction to "+2", so the adjustment value is between "+3" and "+5" depending on the degree of misalignment. After completing the adjustment, adjust the paper feed again to check if the optimal adjustment value is set.



7. Select the paper input location of the paper feed you selected to adjust, and then press [Adjustment].



8. Enter the adjustment value with [+] [-], and then press [OK].

9. Press [Exit].

To check the results of paper feed adjustment, print the test sheet again.

10. Press the [User Tools/Counter] key.

**Note**

- For details about Prevent Paper Abrasion mode, see p.161 "Checking Whether the Print-heads Scratch the Paper".

# When Messages Are Displayed on the Control Panel

## Messages Displayed When Using the Copy/Document Server Function

This section describes the machine's main messages. If other messages appear, follow their instructions.

### Important

- If you cannot make copies as you want because of the paper type, paper size or paper capacity problems, use recommended paper. For details about recommended paper, see p.126 "Recommended Paper Sizes and Types".
- For messages that are not listed here, see p.153 "When You Have Problems Operating the Machine".

| Message   | Causes  | Solutions   |
|---|---|---|
| "Cannot detect original size."  | The machine cannot detect the size of the original.                               | Specify the size manually. Do not use Auto Paper Select mode or the Auto Reduce / Enlarge function. For details about specifying the settings, see "Sizes Detectable with Auto Paper Select", Paper Specifications and Adding Paper  . |
| "Check paper size."   | An irregular paper size is set.   | <ul style="list-style-type: none"> <li>• Check the settings for [Reduce / Enlarge], etc., and then try again.</li> <li>• If you press the [Start] key, the copy will start using the selected paper.</li> </ul>   |
| "Exceeded max. number of pages per file. Do you want to store the scanned pages as 1 file?" | The number of scanned pages exceeds the capacity per file of the Document Server. | <ul style="list-style-type: none"> <li>• If you want to store the scanned pages as a file in the Document Server, press [Yes].</li> <li>• If you do not want to store scanned pages, press [No]. Scanned data is deleted.</li> </ul>  |
| "Exceeded the maximum number of sheets that can be used. Copying will be stopped."          | The number of pages the user is permitted to copy has been exceeded.              | For details about how to check the number of copies available per user, see Security Guide  .  |

| Message  | Causes   | Solutions  |
|--|--|--|
| "File being stored exceeded max. number of pages per file. Copying will be stopped." | The scanned originals have too many pages to store as one document.  | Press [Exit], and then store again with an appropriate number of pages.  |
| "Maximum number of sets is n."<br>(A figure is placed at n.)                         | The number of copies exceeds the maximum copy quantity.  | You can change the maximum copy quantity from [Max. Copy Quantity] in [General Features] under [Copier / Document Server Features]. For details about Max. Copy Quantity, see "General Features", Copy/ Document Server  .  |
| "Original(s) is being scanned for a different function."                             | A function of the machine other than the Copier function is being used such as the Document Server function.   | Cancel the job that is being processed. For example, press [Exit], and then press the [Home] key. Next, press the [Document Server] icon on the [Home] screen, and then press the [Stop] key. When the message appears on the screen, follow the instructions to cancel the job.   |
| "Please wait."   | This message might appear for a second or two while the machine is preparing, performing initial adjustments, replenishing ink, or executing maintenance operations. | Wait a while.  |
| "Please wait."   | The current environmental condition is outside the recommended temperature range for the machine.  | <ul style="list-style-type: none"> <li>Check the optimum environmental conditions for the machine and move it to a different location.</li> <li>Leave the machine for a while and allow it to adapt to the environment.</li> </ul> <p>For details about the optimum environmental conditions for the machine, see "Optimum Environmental Conditions After Moving the Machine", Maintenance and Specifications .</p> |

| Message  | Causes  | Solutions  |
|--|---|--|
| "Please wait."   | The destination list is being updated from the network using Web Image Monitor. | Wait until the message disappears. Do not turn off the main power switch while this message is displayed. Depending on the number of destinations to be updated, there may be some delay before you can resume operation. Operations are not possible while this message is displayed. |
| "Rotate Sort is not available with this paper size."   | A size of paper for which Rotate Sort is not available is selected.             | Select a proper paper size. For details about Rotate Sort, see "Sort", Copy/ Document Server  .   |
| "The selected file(s) contained file(s) without access privileges. Only file(s) with access privileges will be deleted." | You have tried to delete files without the authority to do so.                  | Files can be deleted by the person who created the file. To delete a file which you are not authorized to delete, contact the person who created the file.   |
| "You do not have the privileges to use this function."   | The logged in user name does not have permission for the selected function.     | For details about how to set permissions, see Security Guide  .  |

## When the memory becomes full while using the copy/document server function

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| Message   | Causes   | Solutions   |
|---|--|---|
| "Memory is full. nn originals have been scanned. Press [Print] to copy scanned originals. Do not remove remaining originals."<br>"n" in the message represents a changeable number. | The scanned originals exceed the number of pages that can be stored in memory.                             | <ul style="list-style-type: none"> <li>Press [Print] to copy scanned originals and cancel the scanning data.</li> <li>Press [Clear Memory] to cancel the scanning data and not copy.</li> </ul> |
| "Press [Continue] to scan and copy remaining originals."  | The machine checked if the remaining originals should be copied, after the scanned originals were printed. | <ul style="list-style-type: none"> <li>Remove all copies, and then press [Continue] to continue copying.</li> <li>Press [Stop] to stop copying.</li> </ul>                                      |

**Note**

- If you set [Memory Full Auto Scan Restart] in [Input / Output] of User Tools to [On], even if the memory becomes full, the memory overflow message will not be displayed. The machine will make copies of the scanned originals first, and then automatically proceed to scan and to copy the remaining originals. In this case, the resulting sorted pages will not be sequential. For details about Memory Full Auto Scan Restart, see "Input / Output", Copy/ Document Server⑥.

**Messages Displayed When Using the Printer Function**

This section describes the principal messages that appear on the display panel, error logs or reports. If other messages appear, follow their instructions.

**Status messages**

| Message            | Status   |
|--------------------|--|
| "Hex Dump Mode"    | In Hex Dump Mode, the machine receives data in hexadecimal format. Press [Job Reset] to cancel Hex Dump Mode.  |
| "Job Suspended..." | Printing was temporarily stopped by SmartDeviceMonitor for Client. You can resume printing via [My Job List] in SmartDeviceMonitor for Client, or via the Web Image Monitor. To resume printing via Web Image Monitor, ask your system administrator first.  |
| "Offline"          | The machine is offline.  |
| "Please wait."     | <ul style="list-style-type: none"> <li>This message might appear for a second or two while the machine is preparing, performing initial adjustments, replenishing ink, or executing maintenance operations. Wait a while.</li> <li>The current environmental condition is outside the recommended temperature range for the machine. Check the optimum environmental conditions for the machine and move it to a different location, or leave the machine for a while and allow it to adapt to the environment.</li> </ul> |
| "Printing..."      | The machine is printing. Wait a while.   |
| "Ready"            | This is the default ready message. The machine is ready for use. No action is required.  |
| "Resetting job..." | The machine is resetting the print job. Wait until "Ready" appears on the display panel.   |

| Message                     | Status  |
|-----------------------------|---|
| "Setting change..."         | The machine is changing settings. You cannot use the control panel while this message is displayed. Wait a while. |
| "Waiting for print data..." | The machine is waiting for the next data to print. Wait a while.  |
| "Suspending print jobs..."  | Printing was temporarily suspended because [Job Operation] or the [Stop] key was pressed.                         |
| "Updating certificate..."   | The @Remote certificate is being updated. Wait a while.   |

## Messages displayed on the control panel when using the printer function

### Important

- Before turning the main power switch off, see p.37 "Turning On/Off the Power".

| Message   | Causes   | Solutions  |
|---|--|--|
| "Cannot connect with the wireless card. Turn the main power switch off, then check the card." | <ul style="list-style-type: none"> <li>The wireless LAN board was not inserted when the machine was turned on.</li> <li>The wireless LAN board was pulled out after the machine was turned on.</li> <li>The settings are not updated although the unit is detected.</li> </ul> | Turn off the main power switch, and then confirm the wireless LAN board is inserted correctly. And then, turn on the main power switch again. If the message appears again, contact your service representative. |
| "Hardware Problem: Ethernet"  | An error has occurred in the Ethernet interface.   | Turn off the main power switch, and then back on again. If the message appears again, contact your service representative.   |
| "Hardware Problem: HDD"   | An error has occurred in the hard disk.  | Turn off the main power switch, and then back on again. If the message appears again, contact your service representative.   |

| Message  | Causes  | Solutions  |
|--|---|--|
| "Hardware Problem: USB"  | An error has occurred in the USB interface.   | Turn off the main power switch, and then back on again. If the message appears again, contact your service representative.   |
| "Hardware Problem: Wireless Card"  | The wireless LAN board can be accessed, but an error was detected.  | Turn off the main power switch, and then confirm the wireless LAN board is inserted correctly. And then, turn on the main power switch again. If the message appears again, contact your service representative.   |
| "Load following paper in n.<br>To cancel job, press [Job Reset]."<br><br>(A figure is placed at n.)  | <ul style="list-style-type: none"> <li>The printer driver settings are incorrect.</li> <li>The paper input location does not contain paper of the size selected in the printer driver.</li> </ul>         | Check that the printer driver settings are correct, and then load paper of the size selected in the printer driver into the paper input location. For details about how to change the paper size, see "Changing the Paper Size", Paper Specifications and Adding Paper  .  |
| "Paper size and type are mismatched. Select another tray from the following and press [Continue]. To cancel job, press [Job Reset].<br><br>Paper size and type can also be changed in User Tools." | <ul style="list-style-type: none"> <li>The printer driver settings are incorrect.</li> <li>The paper input location does not contain paper of the size or type selected in the printer driver.</li> </ul> | <ul style="list-style-type: none"> <li>Check that the printer driver settings are correct, and then load paper of the size selected in the printer driver into the paper input location. For details about how to change the paper size, see "Changing the Paper Size", Paper Specifications and Adding Paper .</li> <li>Select the paper input location manually to continue printing, or cancel a print job. For details about how to select the paper input location manually, or cancel a print job, see "If an Error Occurs with the Specified Paper Size and Type", Print .</li> </ul> |

| Message   | Causes  | Solutions   |
|---|---|---|
| <p>"Paper size of n is mismatched. Select another tray from the following and press [Continue]. Paper type can also be changed in User Tools."</p> <p>(A paper input location name is placed at n.)</p> | <p>The size of the paper in the paper input location does not match the paper size specified in the printer driver.</p> | <p>Select a paper input location containing paper that is the same size as the specified paper size.</p>  |
| <p>"Problem: Printer Font Error"</p>  | <p>An error has occurred in the font settings.</p>  | <p>Contact your service representative.</p>   |
| <p>"The selected file(s) contained file(s) without access privileges. Only file(s) with access privileges will be deleted."</p>   | <p>You have tried to delete files without the authority to do so.</p>   | <p>To check your access permission for stored documents, or to delete a document you do not have permission to delete, see Security Guide⑥.</p>   |
| <p>"Updating the destination list... Please wait. Specified destination(s) or sender's name has been cleared."</p>  | <p>The destination list is being updated from the network using Web Image Monitor.</p>                                  | <p>Wait until the message disappears. Do not turn off the main power switch while this message is displayed. Depending on the number of destinations to be updated, there may be some delay before you can resume operation. Operations are not possible while this message is displayed.</p> |
| <p>"You do not have the privileges to use this function."</p>   | <p>The logged in user name does not have permission for the selected function.</p>                                      | <p>For details about how to set permissions, see Security Guide⑥.</p>   |

**Messages during Direct print from a removable memory device**

| Message   | Causes  | Solutions   |
|---|---|---|
| "Cannot display files from the selected memory device."   | The memory device used cannot be recognized.  | For details about the recommended memory devices for the Direct printing function from removable memory devices, contact your service representative. The USB flash memory that features password protection or other security features may not work normally.  |
| "The size of the selected file(s) is too large."  | <ul style="list-style-type: none"> <li>• The size of the selected file exceeds 1 GB.</li> <li>• The total size of the selected files exceeds 1 GB.</li> </ul> | <p>Files or groups of files larger than 1 GB cannot be printed.</p> <ul style="list-style-type: none"> <li>• When the total size of the multiple files that are selected exceeds 1 GB, select files separately.</li> <li>• When the size of selected file exceeds 1 GB, print by using a function other than the Direct printing function from removable memory devices.</li> </ul> <p>You cannot select files of different formats at the same time.</p> |
| "Exceeded the limit value for total data size of the selected files. Cannot select more files." | <ul style="list-style-type: none"> <li>• The size of the selected file exceeds 1 GB.</li> <li>• The total size of the selected files exceeds 1 GB.</li> </ul> | <p>Files or groups of files larger than 1 GB cannot be printed.</p> <ul style="list-style-type: none"> <li>• When the total size of the multiple files that are selected exceeds 1 GB, select files separately.</li> <li>• When the size of selected file exceeds 1 GB, print by using a function other than the Direct printing function from removable memory devices.</li> </ul> <p>You cannot select files of different formats at the same time.</p> |

## Other messages

This section describes likely causes of and possible solutions for the error messages that are printed on the error logs or reports.

| Message  | Causes  | Solutions  |
|--|---|--|
| "84: Error"  | There is no work area available for image processing.   | Decrease the number of files sent to the machine.  |
| "86: Error"  | Parameters of the control code are invalid.   | Check the print settings.  |
| "91: Error"  | Printing was canceled by the auto job cancel function due to a command error.                                   | Check that the data is valid.  |
| "98: Error"  | The machine could not access the hard disk correctly.   | Turn off the main power switch, and then back on again. If the message appears frequently, contact your service representative.  |
| "Address Book is currently in use by another function. Authentication has failed."               | The machine currently cannot perform authentication because the Address Book is being used by another function. | Wait a while, and then retry the operation.  |
| "An error occurred while processing an Unauthorized Copy Prevention job. The job was cancelled." | You tried to store a file in the Document Server when [Unauthorized Copy Prevention] was specified.             | On the printer driver, select a job type other than [Document Server] in "Job Type:" or deselect [Unauthorized Copy Prevention].   |
| "An error occurred while processing an Unauthorized Copy Prevention job. The job was cancelled." | The [Enter User Text:] field on the [Unauthorized Copy Prevention for Pattern Details] screen is blank.         | On the printer driver's [Detailed Settings] tab, click [Effects] in "Menu:". Select [Unauthorized Copy Prevention], and then click [Details...] to display [Unauthorized Copy Prevention for Pattern Details]. Enter text in [Enter User Text:]. |
| "An error occurred while processing an Unauthorized Copy Prevention job. The job was cancelled." | The resolution is set to a value less than 600 dpi when [Unauthorized Copy Prevention] is specified.            | On the printer driver, set the resolution to 600 dpi or higher, or deselect [Unauthorized Copy Prevention].  |

| Message   | Causes   | Solutions  |
|---|--|--|
| "Auto-registration of user information has failed." | Automatic registration of information for LDAP Authentication or Windows Authentication failed because the Address Book is full.                               | For details about automatic registration of user information, see Security Guide  .   |
| "Classification Code is incorrect."                 | <ul style="list-style-type: none"> <li>The classification code has not been entered.</li> <li>The classification code has been entered incorrectly.</li> </ul> | Enter the correct classification code.   |
| "Classification Code is incorrect."                 | The classification code is not supported with the printer driver.  | Select Optional for classification code. For details about how to specify classification code settings, see "Configuring Classification Codes", Print  .  |
| "Collate has been cancelled."                       | Collate was canceled.  | Turn off the main power switch, and then back on again. If the message appears again, contact your service representative.   |
| "Command Error"                                     | An RPCS command error occurred.  | <ul style="list-style-type: none"> <li>Check if the communication between the computer and the machine is working correctly.</li> <li>Check if the correct printer driver is being used.</li> <li>Check if the machine's memory size is set correctly in the printer driver.</li> <li>Check that the printer driver is the most up-to-date version available.</li> </ul> |
| "Compressed Data Error."                            | The printer detected corrupt compressed data.  | <ul style="list-style-type: none"> <li>Check the connection between the computer and the printer.</li> <li>Check that the program you used to compress the data is functioning correctly.</li> </ul>   |

| Message   | Causes  | Solutions  |
|---|---|--|
| "Data storage error."   | You tried to print a Sample Print, Locked Print, Hold Print, or Stored Print file, or to store a file in the Document Server when the hard disk was malfunctioning.                         | Contact your service representative.   |
| "Document Server is not available to use. Cannot store."              | You cannot use the Document Server function.  | <ul style="list-style-type: none"> <li>For details about using Document Server function, contact your administrator.</li> <li>For details about how to set permissions, see Security Guide .</li> </ul> |
| "Error has occurred."   | A syntax error, etc., occurred.   | Check that the PDF file is valid.  |
| "Exceeded max. capacity of Document Server. Cannot store."            | The hard disk became full after a file was stored.  | <ul style="list-style-type: none"> <li>Delete some of the files stored in the Document Server.</li> <li>Reduce the size that you want to send.</li> </ul>  |
| "Exceeded max. number of files of Document Server. Cannot store."     | The maximum file capacity of the Document Server was exceeded.  | Delete some of the files stored in the Document Server.  |
| "Exceeded max. number of files to print for temporary / stored jobs." | While printing a Sample Print, Locked Print, Hold Print, or Stored Print file, the maximum file capacity was exceeded.  | Delete unneeded files stored in the machine.   |
| "Exceeded max. number of files. (Auto)"                               | While using the error job store function to store Normal Print jobs as Hold Print files, the maximum file capacity for file storage or Hold Print file management (automatic) was exceeded. | Delete Hold Print files (automatic) or unneeded files stored in the machine.   |

| Message   | Causes   | Solutions   |
|---|--|---|
| "Exceeded max. number of pages of Document Server. Cannot store."     | The maximum page capacity of the Document Server was exceeded.   | <ul style="list-style-type: none"> <li>• Delete some of the files stored in the Document Server.</li> <li>• Reduce the number of pages to send.</li> </ul>  |
| "Exceeded max. number of pages to print for temporary / stored jobs." | While printing a Sample Print, Locked Print, Hold Print, or Stored Print file, the maximum page capacity was exceeded.           | <ul style="list-style-type: none"> <li>• Delete unneeded files stored in the machine.</li> <li>• Reduce the number of pages to print.</li> </ul>  |
| "Exceeded max. pages. Collate is incomplete."                         | The number of pages exceeds the maximum number of sheets that you can use Collate with.  | Reduce the number of pages to print.  |
| "Exceeded max. number of pages. (Auto)"                               | While using the error job store function to store Normal Print jobs as Hold Print files, the maximum page capacity was exceeded. | <ul style="list-style-type: none"> <li>• Delete unneeded files stored in the machine.</li> <li>• Reduce the number of pages to print.</li> </ul>  |
| "Failed to obtain file system."                                       | PDF direct printing could not be performed because the file system could not be obtained.  | Turn off the main power switch, and then back on again. If the message appears again, contact your service representative.  |
| "File system is full."  | PDF file does not print out because the capacity of the file system is full.   | <ul style="list-style-type: none"> <li>• Delete all unnecessary files from the hard disk.</li> <li>• Decrease the file size sent to the machine.</li> </ul>   |
| "HDD is full."  | The hard disk became full while printing a Sample Print, Locked Print, Hold Print, or Stored Print file.                         | <ul style="list-style-type: none"> <li>• Delete unneeded files stored in the machine.</li> <li>• Reduce the data size of the Sample Print, Locked Print, Hold Print, or Stored Print file.</li> </ul> |

| Message   | Causes   | Solutions  |
|---|--|--|
| "HDD is full."  | When printing with the PostScript 3 printer driver, the hard disk capacity for fonts and forms has been exceeded.  | Delete unneeded forms or fonts registered in the machine.  |
| "HDD is full. (Auto)"   | The hard disk became full while using the error job store function to store Normal Print jobs as Hold Print files.   | <ul style="list-style-type: none"> <li>• Delete unneeded files stored in the machine.</li> <li>• Reduce the data size of the Temporary Print file and/or the Stored Print file.</li> </ul>   |
| "I/O buffer overflow."  | An input buffer overflow occurred.   | <ul style="list-style-type: none"> <li>• In [Printer Features], under [Host Interface], select [I/O Buffer], and then set the maximum buffer size to a larger value.</li> <li>• Reduce the number of files being sent to the machine.</li> </ul> |
| "Information for user authentication is already registered for another user." | The user name for LDAP or Integration Server authentication was already registered in a different server with a different ID, and a duplication of the user name occurred due to a switching of domains (servers), etc.. | For details about User Authentication, see Security Guide⑥.  |
| "Insufficient Memory"   | A memory allocation error occurred.  | <p><b>Only when using PostScript 3</b></p> <p>Select a lower resolution on the printer driver. For details about how to change the resolution setting, see the printer driver Help.</p>  |
| "Memory Retrieval Error"  | A memory allocation error occurred.  | Turn off the main power switch, and then back on again. If the message appears again, replace the RAM. For details about replacing the RAM, contact your service representative.   |

| Message  | Causes  | Solutions  |
|--|---|--|
| "No response from the server. Authentication has failed."                              | A timeout occurred while connecting to the server for LDAP authentication or Windows Authentication.              | Check the status of the server.  |
| "Print overrun."   | Images were discarded while printing.   | <b>Only when using PostScript 3</b><br>Select a lower resolution on the printer driver. For details about how to change the resolution setting, see the printer driver Help. |
| "Printing privileges have not been set for this document."                             | The PDF document you have tried to print has no privileges to print.  | Contact the owner of the document.   |
| "Receiving data failed."   | Data reception was aborted.   | Resend the data.   |
| "Selected ppr. size is not supported. Job was cancelled."                              | Job Reset is automatically performed if the specified paper size is incorrect.                                    | Specify the correct paper size, and then print the file again.   |
| "Sending data failed."   | The machine received a command to stop transmission from the printer driver.                                      | Check if the computer is working correctly.  |
| "The selected paper type is not supported. This job has been cancelled."               | Job Reset is automatically performed if the specified paper type is incorrect.                                    | Specify the correct paper type, and then print the file again.   |
| "You do not have a privilege to use this function. This job has been cancelled."       | The entered Login User Name or Login Password is not correct.   | Check that the Login User Name and Login Password are correct.   |
| "You do not have a privilege to use this function. This job has been cancelled."       | The logged in user is not allowed to use the selected function.   | For details about how to set permissions, see Security Guide⑥.   |
| "You do not have a privilege to use this function. This operation has been cancelled." | The logged in user does not have the privileges to register programs or change the paper input location settings. | For details about how to set permissions, see Security Guide⑥.   |

### Messages during Direct print from a removable memory device

| Message     | Causes   | Solutions  |
|-------------|--|--|
| "99: Error" | This data cannot be printed.<br>The specified data is either corrupt or not supported by the Direct printing function from removable memory devices. | Check that the data is valid. For details about the kinds of data supported by the Direct printing function from removable memory devices, see "Printing Files from a Memory Storage Device", Print  . |

If printing does not start, contact your service representative.

#### Note

- The contents of errors may be printed on the Configuration Page. Check the Configuration Page in conjunction with the error log. For details about how to print the Configuration Page, see "List / Test Print", Print .

### Messages Displayed When Using the Scanner Function

This section describes likely causes of and possible solutions for the error messages that appear on the control panel.

#### Important

- If a message not described here appears, act according to the message.

| Message  | Causes   | Solutions   |
|--|--|---|
| "Authentication with the destination has failed. Check settings. To check the current status, press [Scanned Files Status]." | The entered user name or password was invalid. | <ul style="list-style-type: none"> <li>Check that the user name and password are correct.</li> <li>Check that the ID and password for the destination folder are correct.</li> <li>A password of 128 or more characters may not be recognized.</li> </ul> |
| "Cannot detect original size. Select scan size."   | The original is a nonstandard size.            | <ul style="list-style-type: none"> <li>Place the original correctly.</li> <li>Specify the scan size.</li> </ul>   |

| Message  | Causes  | Solutions   |
|--|---|---|
| "Cannot display preview of this page."                       | The size of the image you want to preview is larger than 914.4 × 1219.2 mm (36 × 48 inches).  | Images larger than 914.4 × 1219.2 mm (36 × 48 inches) cannot be previewed. Specify 914.4 × 1219.2 mm (36 × 48 inches) or a smaller image, or scan again at 914.4 × 1219.2 mm (36 × 48 inches) or smaller.   |
| "Cannot find the specified path. Please check the settings." | The destination computer name or folder name is invalid.  | Check whether the computer name and the folder name for the destination are correct.  |
| "Cannot find the specified path. Please check the settings." | An anti-virus program or a firewall is preventing the machine connecting to your computer.  | <p>Anti-virus programs and firewalls can prevent client computers from establishing connection with this machine.</p> <ul style="list-style-type: none"> <li>If you are using anti-virus software, add the program to the exclusion list in the application settings. For details about how to add programs to the exclusion list, see the anti-virus software Help.</li> <li>To prevent a firewall blocking the connection, register the machine's IP address in the firewall's IP address exclusion settings. For details about the procedure for excluding an IP address, see your firewall's Help.</li> </ul> |
| "Cannot start scanning because communication was failed."    | Scan Profile is not set on the client computer.   | Set Scan Profile. For details about how to do this, see "Changing a Scan Profile", Scan  .   |
| "Cannot start scanning because communication was failed."    | The [Take no action] setting has been selected on the client computer, forcing the client computer to remain inactive when it receives scan data. | Open scanner properties, click the [Events] tab, and then select [Start this program] as the computer's response on receipt of scan data. For details, see your operating system's Help.  |

| Message   | Causes   | Solutions   |
|---|--|---|
| "Cannot start scanning.<br>Check the setting(s) on the PC."   | Scan Profile might be incorrectly configured.  | Check the Scan Profile configuration.   |
| "Cannot write on the memory storage device.<br>Check the memory storage device and machine settings." | The memory device is faulty, or the file name contains a character that cannot be used.  | <ul style="list-style-type: none"> <li>Check to see if the memory device is defective.</li> <li>Check the memory device. It might be unformatted, or its format might be incompatible with this machine.</li> <li>Check the file name set at the time of scanning. For details about the characters that can be used in file names, see "Specifying the File Name", Scan⑥.</li> </ul> |
| "Cannot write on the memory storage device because remaining free space is insufficient."             | <ul style="list-style-type: none"> <li>The memory device is full and scan data cannot be saved.</li> <li>Even if the memory device appears to have sufficient free space, data might not be saved if the maximum number of files that can be saved is exceeded.</li> </ul> | <ul style="list-style-type: none"> <li>Replace the memory device.</li> <li>If the document is scanned as single-page or divided multiple pages, data already written to the memory device is saved as is. Replace the memory device, and then press [Retry] to save the remaining data, or press [Cancel] to redo the scan.</li> </ul>  |
| "Cannot write on the memory storage device because the device is write-protected."                    | The memory device is write-protected.  | Unlock the write-protection on the memory device.   |
| "Captured file exceeded max. number of pages per file. Cannot send the scanned data."                 | The maximum number of pages per file has been exceeded.  | Reduce the number of pages in the transmitted file, and then resend the file. For details about the maximum number of pages per file, see "Storage Function", Scan⑥.  |

| Message   | Causes  | Solutions  |
|---|---|--|
| "Connection with LDAP server has failed. Check the server status."  | A network error has occurred and connection has failed.                                     | <ul style="list-style-type: none"> <li>Try the operation again. If the message is still shown, the network may be busy.</li> <li>Check that the correct settings for LDAP server are listed in [Administrator Tools] of [System Settings]. For details about LDAP server, see "Programming the LDAP server", Connecting the Machine/ System Settings .</li> </ul> |
| "Entered user code is not correct. Please re-enter."  | You have entered an incorrect user code.  | Check the authentication settings, and then enter a correct user code.   |
| "Exceeded max. E-mail size. Sending E-mail has been cancelled. Check [Max. E-mail Size] in Scanner Features." | The file size per page has reached the maximum e-mail size specified in [Scanner Features]. | <p>Change the Scanner Features settings as follows:</p> <ul style="list-style-type: none"> <li>Increase the e-mail size limit in [Max. E-mail Size].</li> <li>Change the [Divide &amp; Send E-mail] setting to [Yes (per Page)] or [Yes (per Max. Size)]. For details about these settings, see "Send Settings", Scan .</li> </ul>                              |
| "Exceeded max. No. of results to display. Max.: n" (A figure is placed at n.)                                 | Search results have exceeded the max. displayable number.                                   | Search again after changing the search conditions.   |
| "Exceeded max. data capacity. Check scanning resolution, then press Start key again."                         | The scanned data exceeded maximum data capacity.  | Specify the scan size and resolution again. Note that it may not be possible to scan very large originals at a high resolution. For details about the settings for scan function, see "Relationship between Resolution and Scan Size", Scan  .  |

| Message  | Causes   | Solutions  |
|--|--|--|
| "Exceeded max. data capacity. Check the scanning resolution, then reset original(s)."                        | The scanned original exceeded maximum data capacity.                                     | Specify the scan size and resolution again. Note that it may not be possible to scan very large originals at a high resolution. For details about the settings for scan function, see "Relationship between Resolution and Scan Size", Scan  .  |
| "Exceeded max. data capacity. Set Original Orientation to "R" then press the Start key again."               | The scanned original was too large, or its orientation was not correct.                  | Specify the scan size and resolution again. Note that it may not be possible to scan very large originals at a high resolution. Re-loading the original in a different orientation may enable the machine to scan large originals. For details about the settings for scan function, see "Relationship between Resolution and Scan Size", Scan  . |
| "Exceeded max. number of alphanumeric characters for the path."  | The maximum number of specifiable alphanumeric characters in a path has been exceeded.   | The maximum number of characters which can be entered for the path is 256. Check the number of characters you entered, and then enter the path again.  |
| "Exceeded max. number of alphanumeric characters."   | The maximum enterable number of alphanumeric characters has been exceeded.               | Check the maximum number of characters which can be entered, and then enter it again. For details about the maximum enterable number of characters, see "Values of Various Set Items for Transmission/Storage/Delivery Function", Scan  .   |
| "Exceeded max. number of files which can be sent at the same time. Reduce the number of the selected files." | The number of files exceeded the maximum number possible.                                | Reduce the number of files, and then send them again.  |
| "Exceeded max. number of files which can be used in Document Server at the same time."                       | The maximum number of files that can be stored in the Document Server has been exceeded. | Check the files stored by the other functions, and then delete unneeded files. For details about how to delete files, see "Deleting Stored Documents", Copy/ Document Server  .   |

| Message  | Causes  | Solutions  |
|--|---|--|
| "Exceeded max. number of pages per file. Do you want to store the scanned pages as 1 file?"  | The file being stored has exceeded the maximum number of pages for one file.  | Specify whether to store the data or not. Scan the pages that were not scanned, and then store them as a new file. For details about storing files, see "Storing and Saving the Scanned Documents", Scan④. |
| "Exceeded max. number of standby files. Try again after the current file is sent."   | The maximum number of standby files was exceeded.   | There are 100 files waiting in the sending queue for e-mail, Scan to Folder, or delivery functions. Wait until files have been sent.   |
| "Exceeded max. number of stored files. Cannot send the scanned data as capturing files is unavailable."                                    | Too many files are waiting to be delivered.   | Try again after they have been delivered.  |
| "Exceeded max. page capacity per file. Press [Send] to send the scanned data, or press [Cancel] to delete."                                | The number of scanned pages exceeded the maximum page capacity.   | Select whether to send the data that has already been scanned.   |
| "Exceeded max. page capacity per file. Press [Write] to write the scanned data to the memory storage device, or press [Cancel] to delete." | The scan could not be completed because the maximum number of pages that can be scanned by this machine was exceeded during writing to the memory device. | Reduce the number of documents to be written to the memory device, and then try again.   |
| "Exceeded maximum number of file to store. Delete all unnecessary files."  | Too many files are waiting to be delivered.   | Try again after they have been delivered.  |

| Message  | Causes   | Solutions  |
|--|--|--|
| "Exceeded time limit for LDAP server search. Check the server status."   | A network error has occurred and connection has failed.  | <ul style="list-style-type: none"> <li>Try the operation again. If the message is still shown, the network may be busy.</li> <li>Check that the correct settings for LDAP server are listed in [Administrator Tools] of [System Settings]. For details about LDAP server, see "Programming the LDAP server", Connecting the Machine/ System Settings⑥.</li> </ul>                        |
| "LDAP server authentication has failed. Check the settings."   | The user name and password differ from those set for LDAP Authentication.  | For details about LDAP Authentication, see Security Guide⑥.  |
| "Memory is full. Cannot scan. The scanned data will be deleted."   | Because of insufficient hard disk space, the first page could not be scanned.  | <ul style="list-style-type: none"> <li>Wait for a while, and then retry the scan operation.</li> <li>Reduce the scan area or scanning resolution. For details about changing scan area and scanning resolution, see "Various Scan Settings", Scan⑥.</li> <li>Delete unneeded stored files. For details about how to delete stored files, see "Deleting a Stored File", Scan⑥.</li> </ul> |
| "Memory is full. Do you want to store scanned file?"   | Because there is not enough free hard disk space in the machine for storing in the Document Server, only some of the pages could be scanned. | Specify whether to use the data or not.  |
| "Memory is full. Press [Write] to write the current scanned data to the memory storage device, or press [Cancel] to delete." | The scan could not be completed because there was insufficient hard disk memory at the time of saving to the memory device.                  | Select whether or not to save the scanned document to the memory device.   |

| Message  | Causes   | Solutions   |
|--|--|---|
| "Memory is full. Scanning has been cancelled. Press [Send] to send the scanned data, or press [Cancel] to delete." | Because there is not enough free hard disk space in the machine for delivering or sending by e-mail while storing in the Document Server, only some of the pages could be scanned. | Specify whether to use the data or not.   |
| "Memory storage device not detected. Insert the device."   | There is no memory device inserted.  | Insert a memory device, or check to see whether the memory device is properly inserted in the media slot.   |
| "No paper. Load paper of one of the following sizes."  | No paper is set in the specified paper input location.   | Load paper of the sizes listed in the message. For details about loading paper, see "Loading Paper", Paper Specifications and Adding Paper⑥.  |
| "Original(s) is being scanned for a different function."   | A function of the machine other than the Scanner function is being used such as the Copier function.   | Cancel the job that is being processed. For example, press [Exit], and then press the [Home] key. Next, press the [Copier] icon on the [Home] screen, and then press the [Stop] key. When the message appears on the screen, follow the instructions to cancel the job. |
| "Output buffer is full. Sending the data has been cancelled. Please try again later."                              | Too many jobs are in standby state, and sending was canceled.  | Retry sending after sending jobs in standby state completes.  |
| "SMTP authentication E-mail address and Administrator E-mail address mismatch."                                    | The SMTP authentication e-mail address and the administrator's e-mail address do not match.  | For details about how to set SMTP authentication, see "File Transfer", Connecting the Machine/ System Settings⑤.  |
| "Scanner journal is full. Please check Scanner Features."  | "Print & Delete Scanner Journal" in [Scanner Features] is set to [Do not Print: Disable Send], and Scanner Journal is full.  | Print or delete Scanner Journal. For details about printing or deleting Scanner Journal, see "General Settings", Scan⑥.   |

| Message   | Causes   | Solutions  |
|---|--|--|
| "Selected file is currently in use. File name cannot be changed."                         | You cannot change the name of a file whose status is "Waiting..." or that is being edited with DeskTopBinder.  | Cancel transmission ("Waiting..." status cleared) or the DeskTopBinder setting, and then change the file name.             |
| "Selected file is currently in use. Password cannot be changed."                          | You cannot change the password of a file whose status is "Waiting..." or that is being edited with DeskTopBinder.  | Cancel transmission ("Waiting..." status cleared) or the DeskTopBinder setting, and then change the password.              |
| "Selected file is currently in use. User name cannot be changed."                         | You cannot change the sender's name whose status is "Waiting..." or that is being edited with DeskTopBinder.   | Cancel transmission ("Waiting..." status cleared) or the DeskTopBinder setting, and then change the user name.             |
| "Sending the data has failed. The data will be resent later."                             | A network error has occurred and a file was not sent correctly.  | Wait until sending is retried automatically after the preset interval. If sending fails again, contact your administrator. |
| "Some invalid destination(s) contained. Do you want to select only valid destination(s)?" | The specified group contains e-mail destinations and Scan to Folder destinations, either of which are incompatible with the specified transmission method. | In the message that appears at each transmission, press [Select].  |
| "Some of selected files are currently in use. They could not be deleted."                 | You cannot delete a file which is waiting to be transmitted ("Waiting..." status displayed) or whose information is being changed with DeskTopBinder.      | Cancel transmission ("Waiting..." status cleared) or the DeskTopBinder setting, and then delete the file.                  |
| "Some page(s) are near blank. To cancel, press the Stop key."                             | The first page of the document is almost blank.  | The original's blank side might have been scanned. Be sure to place your originals correctly.                              |

| Message  | Causes   | Solutions   |
|--|--|---|
| "The entered file name contains invalid character(s). Enter the file name again using any of the following 1 byte characters. " 0 to 9 ", " A to Z ", " a to z ", " . - _ "" | The file name contains a character that cannot be used.  | Check the file name set at the time of scanning. For details about characters that can be used in file names, see "Specifying the File Name", Scan <sup>⑥</sup> .   |
| "The entered file name contains invalid character(s). Enter the file name again using any of the following 1 byte characters. " 0 to 9 ", " A to Z ", " a to z ", " . - _ "" | The file name contains a character that cannot be used.  | Check the file name specified at the time of scanning. The file name specified in the Sending Scan Files to Folders function cannot contain the following characters:<br>\\ : * ? < >  <br>The file name cannot start or end with a period ".". |
| "The selected file(s) contained file(s) without access privileges. Only file(s) with access privileges will be deleted."   | You have tried to delete files without the authority to do so.   | To check your access permission for stored documents, or to delete a document you do not have permission to delete, see Security Guide <sup>⑥</sup> .   |
| "Transmission has failed. Insufficient memory in the destination hard disk. To check the current status, press [Scanned Files Status]."                                      | Transmission has failed. There was not enough free space on the hard disk of the SMTP server, FTP server, or client computer at the destination. | Allocate sufficient space.  |
| "Transmission has failed. To check the current status, press [Scanned Files Status]."  | While a file was being sent, a network error occurred and the file could not be sent correctly.  | If the same message appears again after scanning again, the cause could be a mixed network. For details about network error, contact your administrator.  |
| "Updating the destination list has failed. Try again?"   | A network error has occurred.  | Check whether the server is connected.  |

| Message   | Causes   | Solutions   |
|---|--|---|
| "Updating the destination list has failed. Try again?"  | A network error has occurred.  | <p>Anti-virus programs and firewalls can prevent client computers from establishing connection with this machine.</p> <ul style="list-style-type: none"> <li>If you are using anti-virus software, add the program to the exclusion list in the application settings. For details about how to add programs to the exclusion list, see the anti-virus software Help.</li> <li>To prevent a firewall blocking the connection, register the machine's IP address in the firewall's IP address exclusion settings. For details about the procedure for excluding an IP address, see your firewall's Help.</li> </ul> |
| "Updating the destination list... Please wait. Specified destination(s) or sender's name has been cleared." | A specified destination or sender's name was cleared when the destination list in the delivery server was updated. | Specify the destination or sender's name again.   |
| "Updating the destination list... Please wait. Specified destination(s) or sender's name has been cleared." | The destination list is being updated from the network using Web Image Monitor.                                    | Wait until the message disappears. Do not turn off the main power switch while this message is displayed. Depending on the number of destinations to be updated, there may be some delay before you can resume operation. Operations are not possible while this message is displayed.  |
| "You do not have the privileges to use this function."  | The logged in user name does not have permission for the selected function.  | For details about how to set permissions, see Security Guide  .  |

| Message  | Causes   | Solutions  |
|--|--|--|
| "Exceeded max. data capacity."<br>"Check the resolution and the ratio and then press the Start key again."               | The data being scanned is too large for the scale ratio specified in [Specify Size].   | Reduce the resolution or [Specify Size] value, and then try to scan the original again.  |
| "The size of the scanned data is too small."<br>"Check the resolution and the ratio and then press the Start key again." | The data being scanned is too small for the scale ratio specified in [Specify Size].   | Specify a higher resolution or a large size in [Specify Size], and then try to scan the original again.  |
| "Not all of the image will be scanned."  | If the scaling factor specified in [Specify Reproduction Ratio] is too large, part of the image may be lost.                       | <ul style="list-style-type: none"> <li>Reduce the scaling factor in [Specify Reproduction Ratio], and then try to scan the original again.</li> <li>If displaying the entire image is not necessary, press the [Start] key to start scanning with the current scaling factor.</li> </ul> |
| "Not all of the image will be scanned."  | Using [Specify Reproduction Ratio] to scale down a large document may cause part of the image to be lost.                          | <ul style="list-style-type: none"> <li>Specify a large size in [Specify Size], and then try to scan the original again.</li> <li>If displaying the entire image is not necessary, press the [Start] key to start scanning with the current scaling factor.</li> </ul>                    |
| "Check original's orientation."  | Documents may sometimes not be scanned depending on a combination of items such as the specified scaling factor and document size. | Change the orientation of the original, and then try to scan the original again.   |
| "The Digital Signature's device certificate has expired. The file cannot be sent."                                       | The device certificate (PDF with digital signature) has expired.   | A new device certificate (PDF with digital signature) must be installed. For details about how to install a device certificate (PDF with digital signature), see Security Guide  .                  |

| Message   | Causes  | Solutions  |
|---|---|--|
| <p>"XXX cannot be YYY because the Digital Signature's device certificate is not currently valid."</p> <p>(XXX and YYY indicate the user action.)</p>  | <p>The device certificate (PDF with digital signature) has expired.</p>                           | <p>A new device certificate (PDF with digital signature) must be installed. For details about how to install a device certificate (PDF with digital signature), see Security Guide⑥.</p> |
| <p>"The Digital Signature's device certificate is invalid. The file cannot be sent."</p>  | <p>There is no device certificate (PDF with digital signature) or the certificate is invalid.</p> | <p>A new device certificate (PDF with digital signature) must be installed. For details about how to install a device certificate (PDF with digital signature), see Security Guide⑥.</p> |
| <p>"XXX cannot be YYY because there is a problem with the Digital Signature's device certificate. Check the device certificate."</p> <p>(XXX and YYY indicate the user action.)</p>           | <p>There is no device certificate (PDF with digital signature) or the certificate is invalid.</p> | <p>A new device certificate (PDF with digital signature) must be installed. For details about how to install a device certificate (PDF with digital signature), see Security Guide⑥.</p> |
| <p>"XXX cannot be YYY because there is a problem with the device certificate used for the S/MIME signature. Check the device certificate."</p> <p>(XXX and YYY indicate the user action.)</p> | <p>There is no device certificate (S/MIME) or the certificate is invalid.</p>                     | <p>A new device certificate (S/MIME) must be installed. For details about how to install a device certificate (S/MIME), see Security Guide⑥.</p>   |
| <p>"XXX cannot be YYY because the device certificate used for the S/MIME signature is not currently valid."</p> <p>(XXX and YYY indicate the user action.)</p>                                | <p>The device certificate (S/MIME) has expired.</p>   | <p>A new device certificate (S/MIME) must be installed. For details about how to install a device certificate (S/MIME), see Security Guide⑥.</p>   |

| Message  | Causes  | Solutions   |
|--|---|---|
| "Transmission cannot be performed because the certificate used for the S/MIME signature is not currently valid."             | The device certificate (S/MIME) has expired.                | A new device certificate (S/MIME) must be installed. For details about how to install a device certificate (S/MIME), see Security Guide  . |
| "The destination cannot be selected because its certificate is not currently valid."   | The user certificate (destination certificate) has expired. | A new user certificate must be installed. For details about the user certificate (destination certificate), see Security Guide  .            |
| "The group destination cannot be selected because it contains a destination with a certificate that is not currently valid." | The user certificate (destination certificate) has expired. | A new user certificate must be installed. For details about the user certificate (destination certificate), see Security Guide  .            |
| "Transmission cannot be performed because the certificate for encryption is not currently valid."                            | The user certificate (destination certificate) has expired. | A new user certificate must be installed. For details about the user certificate (destination certificate), see Security Guide  .           |

# When Messages Are Displayed on Your Computer Screen

## Messages Displayed When Using the Scanner Function

This section describes likely causes of and possible solutions for the main error messages displayed on the client computer when using the TWAIN driver.

### Important

- If a message not described here appears, act according to the message.

| Message  | Causes   | Solutions   |
|--|--|---|
| "Any of Login User Name, Login Password or Driver Encryption Key is incorrect."                  | The entered Login User Name, Login Password, or Driver Encryption Key was invalid. | Check your Login User Name, Login Password, or Driver Encryption Key, and then enter them correctly. For details about Login User Name, Login Password, and Driver Encryption Key, see Security Guide⑥. |
| "Authentication succeeded. However, the access privileges for scanner function has been denied." | The logged in user name does not have permission for scanner function.             | For details about how to set permissions, see Security Guide⑥.  |
| "Call Service"<br>"Please call your service representative."                                     | An unrecoverable error has occurred in the machine.                                | Contact your service representative.  |
| "Cannot add any more scanning mode."   | The maximum number of registerable scan modes has been exceeded.                   | The maximum number of modes that can be stored is 100. Delete unneeded modes.   |
| "Cannot connect to the scanner. Check the network Access Mask settings in User Tools."           | An access mask is set.   | For details about an access mask, contact your administrator.   |
| "Cannot detect the paper size of the original. Specify the scanning size."                       | The set original was misaligned.   | <ul style="list-style-type: none"> <li>• Place the original correctly.</li> <li>• Specify the scan size.</li> </ul>   |

| Message   | Causes   | Solutions   |
|---|--|---|
| "Cannot find "XXX" scanner used for the previous scan.<br>"YYY" will be used instead."<br><br>("XXX" and "YYY" indicate scanner names.) | The main power switch of the previously used scanner is not set to "On". | Check whether the main power switch of the scanner used for the previous scan is turned on.   |
| "Cannot find "XXX" scanner used for the previous scan.<br>"YYY" will be used instead."<br><br>("XXX" and "YYY" indicate scanner names.) | The machine is not connected to the network correctly.                   | <ul style="list-style-type: none"> <li>Check that the previously used scanner is connected to the network correctly.</li> <li>Cancel the personal firewall of the client computer. For details about firewall, see Windows Help.</li> <li>Use an application such as telnet to make sure SNMPv1 or SNMPv2 is set as the machine's protocol. For details about how to check this, see "Remote Maintenance Using telnet", Connecting the Machine/ System Settings ⑥.</li> <li>Select the scanner used for the previous scan.</li> </ul> |
| "Cannot specify any more scanning area."  | The maximum number of registerable scan areas has been exceeded.         | The maximum number of scanning areas that can be stored is 100. Delete unneeded scanning areas.   |
| "Communication error has occurred on the network."  | A communication error has occurred on the network.                       | Check whether the client computer can use the TCP/IP protocol.  |

| Message   | Causes  | Solutions   |
|---|---|---|
| "Error has occurred in the scanner driver."                                 | An error has occurred in the driver.  | <ul style="list-style-type: none"> <li>Check whether the network cable is connected correctly to the client computer.</li> <li>Check whether the Ethernet board of the client computer is recognized correctly by Windows.</li> <li>Check whether the client computer can use the TCP/IP protocol.</li> </ul> |
| "Error has occurred in the scanner."  | The application-specified scan conditions have exceeded the setting range of the machine. | Check whether the scanning settings made with the application exceed the setting range of the machine.  |
| "Fatal error has occurred in the scanner."                                  | An unrecoverable error has occurred on the machine.                                       | An unrecoverable error has occurred in the machine. Contact your service representative.  |
| "Insufficient memory. Close all other applications, then restart scanning." | Memory is insufficient.   | <ul style="list-style-type: none"> <li>Close all the unnecessary applications running on the client computer.</li> <li>Uninstall the TWAIN driver, and then reinstall it after restarting the computer.</li> </ul>  |

| Message  | Causes  | Solutions  |
|--|---|--|
| "Insufficient memory. Reduce the scanning area."                 | Scanner memory is insufficient.   | <ul style="list-style-type: none"> <li>Reset the scan size.</li> <li>Lower the resolution.</li> <li>Set with no compression. For details about the settings, see TWAIN driver Help.</li> </ul> <p>The problem may also be due to the following causes:</p> <ul style="list-style-type: none"> <li>Scanning cannot be performed if large values are set for brightness when using halftone or high resolution. For details about the relationship between scan settings, see "Relationship between Resolution and Scan Size", Scan .</li> <li>If a misfeed occurs, you might not scan an original. Remove the misfeed, and then scan the original again.</li> </ul> |
| "Invalid Winsock version. Please use version 1.1 or higher."     | You are using an invalid version of Winsock.                              | Install the operating system of the computer or copy Winsock from the operating system CD-ROM.   |
| "No User Code is registered. Consult your system administrator." | Access is restricted with user codes.                                     | For details about User Code Authentication, see Security Guide  .   |
| "No response from the scanner."                                  | The machine or client computer is not connected to the network correctly. | <ul style="list-style-type: none"> <li>Check whether the machine or client computer is connected to the network correctly.</li> <li>Disable the client computer's own firewall. For details about firewall, see Windows Help.</li> </ul>   |
| "No response from the scanner."                                  | The network is crowded.   | Wait for a while, and then try to reconnect.   |

| Message  | Causes   | Solutions   |
|--|--|---|
| "Scanner is in use for other function. Please wait."             | A function of the machine other than the Scanner function is being used such as the Copier function. | <ul style="list-style-type: none"> <li>Wait for a while, and then reconnect.</li> <li>Cancel the job that is being processed. For example, press [Exit], and then press the [Home] key. Next, press the [Copier] icon on the [Home] screen, and then press the [Stop] key. When the message appears on the screen, follow the instructions to cancel the job.</li> </ul>  |
| "Scanner is not available on the specified device."              | The TWAIN scanner function cannot be used on this machine.   | Contact your service representative.  |
| "Scanner is not available. Check the scanner connection status." | The machine's main power switch is off.  | Turn on the main power switch.  |
| "Scanner is not available. Check the scanner connection status." | The machine is not connected to the network correctly.   | <ul style="list-style-type: none"> <li>Check whether the machine is connected to the network correctly.</li> <li>Deselect the personal firewall function of the client computer. For details about firewall, see Windows Help.</li> <li>Use an application such as telnet to make sure SNMPv1 or SNMPv2 is set as the machine's protocol. For details about how to check this, see "Remote Maintenance Using telnet", Connecting the Machine/ System Settings .</li> </ul> |

| Message   | Causes   | Solutions  |
|---|--|--|
| "Scanner is not available.<br>Check the scanner connection status." | Network communication is not available because the machine's IP address could not be obtained from the host name. If only "IPv6" is set to [Active], the IPv6 address might not be obtained. | <ul style="list-style-type: none"> <li>Check whether the machine's host name is specified in the Network Connection Tool. For the WIA driver, check the [Network Connection] tab in the properties.</li> <li>Use Web Image Monitor to set "LLMNR" of "IPv6" to [Active].</li> <li>In Windows XP, IPv6 addresses cannot be obtained from the host name. Specify the machine's IPv6 address in the Network Connection Tool.</li> </ul> |
| "Scanner is not ready.<br>Check the scanner and the options."       | The original cover is open.  | Check whether the original cover is closed.  |
| "The name is already in use.<br>Check the registered names."        | You tried to register a name that is already in use.   | Use another name.  |

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This chapter describes the trademarks.

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MEMO



